

Vehicle Breakdown Cover

Insurance Product Information Document

Company: ETA Services Ltd

Product: ETA Breakdown Cover

ETA Services Ltd is authorised and regulated by the Financial Conduct Authority. Registration Number 313965



We have produced this document to present you with a summary of cover. To understand exactly what you will be covered for, please read your policy wording and personalised schedule in full as you may not be covered for everything included in the summary.

What is this type of cover?

This breakdown cover is intended to provide assistance in the event of your vehicle being rendered unroadworthy. This policy offers several different options of cover. Please refer to your schedule for confirmation of which cover options you have chosen.



What is covered?

Your level of cover is confirmed in your policy schedule:

Basic cover includes as standard:

- ✓ One-hour roadside repair
- ✓ If it not possible to repair your vehicle we will take you, your passengers and your vehicle to a suitable garage within 15 miles

Additional cover options:

- ✓ Home rescue
- ✓ National recovery
- ✓ Replacement vehicle hire
- ✓ Overnight accommodation
- ✓ European cover



What is not covered?

- ✗ Taxis or private hire vehicles
- ✗ Any repair costs
- ✗ Additional costs if the vehicle cannot be repaired due to missing or unroadworthy spare wheels, repair kits, jacks or wheel locks unless the vehicle is designed not to carry such items
- ✗ Breakdowns on run flat tyres
- ✗ Claims arising from the vehicle being driven over unsuitable terrain (mud, sand, water, ice or flood)
- ✗ Claims that exceed the market value of the vehicle
- ✗ Costs that you would have occurred as part of the journey and costs that we have not agreed including incidental expenses
- ✗ Any reclaimable costs where you cannot provide evidence of your expenditure



Are there any restrictions on cover?

- ! Your vehicle must be maintained in a safe and roadworthy condition
- ! You must take steps to permanently repair your vehicle following a breakdown
- ! The most we will pay for overnight accommodation is £60 per person
- ! The most we will pay for car hire is £40 per day
- ! The most we will pay for one claim in total is £2,000
- ! Your vehicle must be less than 20 years old to be covered in the rest of Europe
- ! The waiting period to seek assistance is 24 hours from the purchase date of the policy



Where am I covered?

- ✓ Cover is offered for your vehicle within Britain, or if you have selected the appropriate cover within the European Union including Norway and Switzerland.



What are my obligations?

- ✓ You must provide full and accurate information to all questions asked. Your answers must be true to the best of your knowledge and belief. Your answers will form part of the statement of facts on which your policy will be based. If you become aware that information you have given us is inaccurate or has changed, you must inform us as soon as possible. Failure to do this may invalidate your policy and claims may not be paid.
- ✓ You must follow our claims process which can be found in your policy documentation



When and how do I pay?

You can pay your premium yearly, or in rolling monthly instalments.



When does the cover start and end?

Your cover will start and end on the dates stated in your policy documents.



How do I cancel the contract?

If you decide that for any reason this policy does not meet your insurance needs then you can cancel your policy within 14 days of taking out this policy, or the date which you received your documents if this is later, then the premium you have paid will be refunded in full unless a claim has been made, in which case no refund will be due. If you change your mind after the 14-day cooling off period, you will not be entitled to a refund.