



ON MY WAY!



NAPA ROADSIDE ASSISTANCE PROGRAM

The NAPA Roadside Assistance Program is made available exclusively through authorized NAPA AUTOPRO and NAPA Auto Care service facilities in Canada and the United States.

► ELIGIBILITY

Available to licensed owners of a qualifying vehicle who are regular service customers of any participating and authorized NAPA service centre.

For passenger vehicles or light trucks ($\leq 3,600$ kg).

Excluded vehicles: commercial, fleet, or heavy-duty vehicles (including 2,500 kg or 3/4-ton and 3,500 kg or 1-ton and over trucks), motorcycles, recreational, agricultural, race, and off-road vehicles.

► SERVICES OFFERED

Towing: within a 40 km radius.^{1, 2, 3}

Battery boost: in the event of a dead battery.

Lock-out service: key replacement not included.

Fuel delivery: up to 10 L (cost of gas and other fuel not included).⁴

Flat tire change: if the vehicle has a mounted spare tire.⁵



► PRICING AND COVERAGE AREA

Contact your service centre to subscribe to the available plan.

Start of coverage: 5 days (120 hours) after the date on which the NAPA service centre completed the vehicle registration.

Registered vehicle: The roadside assistance service is tied to the registered vehicle, regardless of the driver.

Coverage area: Available 24/7 across Canada and the United States, excluding Nunavut and Hawaii.

► EXCLUSIONS & LIMITATIONS

Excluded from coverage

Vehicles that are abandoned, unlicensed, unplied or destined for a salvage yard.

Costs relating to impounding and storage.

Services will not be provided to vehicles in impassable⁶ or snowy areas.⁷

Service calls cannot be scheduled by appointment

Not included in coverage:

Winch outs, ditch tows, extrication, and accident recovery.

Costs of parts, labour, and incidental or consequential repair expenses.⁸

Vehicle seizure or storage fees.

Transportation of the driver and their passengers.⁹

Possible coverage cancellation if: Service abuse or repeated requests for unresolved issues.^{10, 11}

Delays may occur during peak demand periods.¹²

Incomplete registration: service will not be denied.¹³

► ACCESSING SERVICES

Call 1-866-GET-NAPA – service available 24/7.

► NOTE

- 1** Towing distance is limited to 40 km. Vehicles requiring a tow will be taken to the original NAPA service centre that registered them for this RA Program if within 40 km. In the event that the original registering NAPA service centre is more than 40 km away, the vehicle will be taken to the next nearest NAPA authorized warranty centre when available or the nearest fully licensed service centre or the dealer of the vehicle's original manufacturer.
- 2** Vehicles requiring a tow that have been modified from original equipment may be subject to additional charges for flatbed towing or special services. Excess towing mileage charges apply if you request a tow greater than 40 km. If a NAPA authorized warranty centre is greater than 40 km from the inoperative vehicle requiring a tow, we reserve the right to tow the vehicle to the closest licensed general repair facility or the dealer of the vehicle's manufacturer. Excess mileage charges vary by province and are subject to the on-site service provider's discretion.
- 3** Vehicles requiring a tow that have been modified from original equipment may be subject to additional charges for flatbed towing or special services.
- 4** Service does not include the cost of gasoline and fluids. At no time will the cost of gasoline exceed the current posted retail price of regular octane gasoline by more than 5%. In the event that you are charged more than the rate stipulated above, NAPA will reimburse you the difference with sufficient proof.
- 5** Roadside tire changes will be performed only when the emergency spare designed for the vehicle is pre-mounted on a rim, safe for use, and available with the vehicle. Dual-wheeled vehicles are not eligible for this service.
- 6** Service will not be provided to vehicles driven into an area not regularly travelled or that is impassable (e.g., private recreational roads, mud driveways, laneways, or beaches).
- 7** Service will not be provided to vehicles in snowbound areas. We will not shovel snow to access any vehicle or provide service to any vehicle located in an unplowed driveway.
- 8** The cost of parts, labour, and incidental or consequential expenses related to repair of the vehicle under any circumstances is not covered UNLESS the cost of parts or repairs is eligible for coverage under NAPA's Limited Peace of Mind Nationwide Warranty. For the complete terms and conditions, including the list of eligible parts and labour, please visit www.napaautopro.com or www.napaautocare.ca or call us toll-free at 1-866-GET-NAPA anytime Monday to Friday, 8 a.m. to 8 p.m. ET.
- 9** Transportation of the operators of a disabled vehicle and their passengers to or from their disabled vehicle or transporting such persons after any service has been rendered is not included in your coverage.
- 10** Any consumer who is deemed, at NAPA's sole discretion, to be abusing the services or using them for other than their intended purposes of providing emergency roadside assistance will be automatically ineligible for further coverage.
- 11** Repeated service calls for a vehicle that, in NAPA's opinion, requires standard maintenance or repairs, are excluded from coverage.



12 Delays are sometimes unavoidable due to heavy demand for service. Under such circumstances, NAPA reserves the right to initially tow the vehicle to the nearest repair facility / service centre and, after the heavy demand is over, to tow the eligible vehicle to the NAPA service centre that registered its coverage or to the next nearest authorized NAPA service centre, in which case, all towing shall be treated as one service call. If the vehicle is already in a safe place, such as a private or public garage, driveway, etc., NAPA reserves the right to service the eligible vehicle only after the heavy demand is over. NAPA shall service the eligible vehicle as soon as possible, and in any event, no later than two (2) days from the time service is requested.

13 In the event that the NAPA service centre where you signed up for the Program failed to properly complete your vehicle registration OR your vehicle is ineligible for coverage under this Program OR we cannot locate your vehicle registration file, roadside services will not be denied to you; however, you may be required to pay the dispatched emergency service provider on site and then seek reimbursement directly from the NAPA service centre that offered you this coverage. In each instance, any reimbursement request submitted to the NAPA service centre that offered you this coverage must be accompanied by an original service invoice in order to be processed. Upon presentation of an original service invoice and confirmation (at the NAPA service centre's sole discretion) that these services were provided to you, the NAPA service centre will reimburse you for a maximum of \$100.00 on the first occurrence only, unless otherwise agreed upon by you and the NAPA service centre.

► **DATA PROTECTION**

Information collected during the registration process will be used strictly for the purposes of registering and validating your coverage and dispatching emergency roadside services to you when you request them. For the complete terms of NAPA's Privacy Policy, please visit www.napacanada.com.

► **SERVICE AND LIABILITY LIMITS**

NAPA reserves the right to cancel this program at any time without notice; however, qualifying vehicles that have been pre-registered any time prior to any cancellation date or notice by NAPA will continue to receive the full benefits of their stated coverage for the remainder of their coverage term as measured from 5 days (120 hours) following the date of activation by their supplying NAPA service centre.

UAP Inc. / NAPA Canada (NAPA) and NAPA's Program administrator, Matthew Scott Marketing, assume no responsibility or liability whatsoever for services provided, including consequential or incidental costs or for reimbursement of services provided to any consumer or consumer's vehicle that is ineligible for coverage or that was not properly registered by their NAPA service centre a minimum of 5 days (120 hours) in advance of the request for services.

All services are supplied by Xperigo, a division of Club Auto Roadside Services Ltd., are available 24/7 throughout North America, excluding Nunavut and Hawaii.