



NAPA EMERGENCY ROADSIDE ASSISTANCE PROGRAM

The NAPA Emergency Roadside Assistance Program (“Program”) is made available exclusively through authorized NAPA AUTOPRO and NAPA AutoCare service facilities (“NAPA service centres”) in Canada only. The Program is made available to licensed vehicle owners of a qualifying vehicle who are regular service customers of any participating and authorized NAPA service centre. The suggested retail price of the Program is a maximum of \$29.99; however, NAPA service centres may offer the Program for less. Participation in the Program is subject to the terms, exclusions, conditions, restrictions, and limitations outlined below.

How it works

Congratulations! Once your supplying NAPA service centre has successfully registered your vehicle, we’ve got you covered for emergency roadside services for up to 6 months!

TO ACCESS NAPA’S EMERGENCY ROADSIDE ASSISTANCE ANYTIME, CALL: 1-866-GET-NAPA (1-866-438-6272)

Services include:

Towing

- If your vehicle is within a 40 km radius, it will be towed back to your original NAPA service centre OR, if there is no authorized NAPA service centre within 40 km, to another fully licensed service and repair facility or to the nearest dealer of the vehicle’s original manufacturer.

Battery boost

- Dead battery? No problem! We’ll be there to jump start it!

Lock-out service

- Keys locked inside your car? We’ll get them out! (Key replacement not included.)

Fluid delivery

- Run out of gas? We’ll deliver up to 10 litres of fuel to you! (Cost of gas and other fluids not included. See below.)

Flat tire change

- Roadside flat?
 - We’ll be there to change to your spare!



WHAT TO DO IF YOU REQUIRE EMERGENCY ASSISTANCE:

- You can call our toll-free number 24/7; however, your coverage for no-charge emergency services **only comes into effect 5 days (120 hours) after your NAPA service centre has completed the registration** of your vehicle.

You must call 1-866-438-6272. Our operators will transfer you through to Xperigo, our contracted dispatch service centre, to arrange for assistance. If you are calling after the normal business hours of 8 a.m. to 8 p.m. ET, stay on the line and press 2 following our recorded message to be re-routed to our dispatch centre directly.

What if my NAPA service centre fails to register my vehicle for coverage?

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, **emergency 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.

Does the service cover me or my vehicle?

The services available are registered to your vehicle—not to you. No matter who may be driving your vehicle, services will be dispatched to the registered vehicle on file.

Does my vehicle qualify?

Eligible vehicles include all passenger cars and light-duty trucks used for regular daily transportation and not exceeding 3,600 kg in gross vehicle weight. Commercial vehicles including fleet and heavy-duty vehicles (including 2500 or ¾ ton and 3500 or 1 ton series trucks and larger), motorcycles, recreational vehicles, and farm, racing, and off-road vehicles are not eligible. **Note:** Vehicles that have been modified from original equipment may be subject to additional owner charges if special equipment is required to provide services under this Program, including lowered vehicles, raised vehicles, and vehicles with aftermarket spoilers.

Will I receive confirmation of my activation?

If you have provided your NAPA service centre with your email address, then yes! After your NAPA service centre completes your registration, including your email address, confirmation of coverage will be sent directly to you!



When does my coverage start and end?

Your coverage starts **5 days (120 hours)** after the date on which your NAPA service centre completes your registration and is valid for 6 full consecutive months or for up to 3 separate services within a 6-month period – whichever occurs first.

How often can I use these services?

You can use the service up to three (3) times during your 6-month coverage period.

Am I required to pay for any services or additional coverage under this Program?

Only in the following circumstances:

- Your vehicle is ineligible for coverage pursuant to the terms and conditions of this program.
- Your NAPA service centre offered this coverage to you but failed to properly register your vehicle for coverage.
- You need fuel or fluids delivered to you (you must cover the cost of the fluids or fuel) or require a replacement key.
- You request a tow greater than 40 km. Excess mileage charges (over 40 km) vary by province and are subject to the on-site service provider's discretion and/or publicly posted rates.

What is the coverage area?

NAPA's emergency roadside services are available 24/7 across the U.S. and Canada, excluding Nunavut and Hawaii.

What do you use my NAPA service centre information for?

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.

Exclusions, restrictions, and limitations of liability and service

The NAPA Emergency Roadside Assistance Program can only be offered or sold to you by an authorized and participating automotive service centre displaying the NAPA AUTOPRO or NAPA AutoCare trademark in Canada. The Program is available to consumers who are registered in advance by their supplying NAPA service centre only. In the event that your supplying NAPA service centre failed to register your vehicle for coverage in advance of you calling to request any of the listed services, or that your coverage period has yet to start, or that your vehicle is ineligible, **emergency roadside services will still be available to you**; however, you *may* be required to pay the dispatched emergency service provider on site directly in advance of any service and then seek reimbursement from the NAPA service centre that offered you this coverage. 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., and are available in most areas of the U.S. and Canada, excluding Nunavut and Hawaii.

For greater certainty, the services available under NAPA's Emergency Roadside Assistance Program are subject to the following limitations and exclusions:

- Winch outs, ditch tows, extrication, and accident recovery services are not included in your coverage.
- Commercial vehicles, including fleet vehicles and/or vehicles in excess of 3,600 kg (which includes 2500 or ¾ ton and 3500 or 1 ton series trucks and larger), recreational vehicles, and farm, racing, and off-road vehicles are not eligible for coverage.
- 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.
- Vehicles requiring a tow that have been modified from original equipment may be subject to additional charges for flatbed towing or special services.
- Usage is limited to three (3) service calls per 6-month coverage period, which commences 5 days (120 hours) following registration by the supplying NAPA service centre.
- 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 ERA 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.
- 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.
- Service does not include the cost of gasoline, fluids or key replacement.
 - 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.
- 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.
- Service calls cannot be scheduled by appointment.
- 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 1-866-438-6272 anytime Monday to Friday, 8 a.m. to 8 p.m. ET.



- Vehicles that are abandoned, unlicensed, unplatd, or destined for a salvage yard are excluded from coverage.
- Costs relating to impounding and storage are excluded from coverage.
- 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).
- 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.
- 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.
- Repeated service calls for a vehicle that, in NAPA's opinion, requires standard maintenance or repairs, are excluded from coverage.
- 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.

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.