

## DESCRIPTION OF THE PIRELLI CARE™ "EASY" PACKAGE

### IMPORTANT NOTE

This is a translation into English for reference purposes only.

The original Italian text of this document can be read here ([hyperlink](#)).

In the event of any discrepancy between the original Italian version and this English translation, the original Italian version shall always prevail.

The "EASY" Package is a services only package designed to help PIRELLI Care™ Customers manage their cars.

It does not include the purchase of tires.

The PIRELLI Care™ "Easy" Package can be purchased as a stand-alone package at any time, priced at €5 per month (VAT included), for the period chosen by the PIRELLI Care™ Customer.

It will also be possible to add a PIRELLI Care™ Package with Tires ("Smart" or "Superior") at any time during the duration of the PIRELLI Care™ "Easy" Package via the PIRELLI Care™ App. In this case, the PIRELLI Care "Easy" Package duration will remain as selected by the PIRELLI Care Customer and will be independent of the duration of the PIRELLI Care™ Package with Tires.

The PIRELLI Care™ "Easy" Package provides the following services (for the vehicle and the license plate declared by the PIRELLI Care™ Customer upon registration):

- 1) **ROADSIDE ASSISTANCE AND EMERGENCY SERVICE:** an assistance service provided through Europ Assistance Vai S.p.A., with the following geographic coverage (excluding emergency breakdown service which is provided only in Italy).

### Geographical coverage

Italy, Republic of San Marino and Vatican City, Albania, Andorra, Austria, Belgium, Belarus, Bosnia Herzegovina, Bulgaria, Cyprus, Croatia, Mainland Denmark, Egypt, Estonia, Finland, France, Germany, Gibraltar, Greece, Ireland and Northern Ireland, Iceland, Israel, Latvia, Lebanon, Liechtenstein, Lithuania, Luxembourg, Macedonia, Madeira, Malta, Morocco, Moldova, Montenegro, Norway, Netherlands, Poland, Continental Portugal, Monaco, United Kingdom, Czech Republic, Romania, Serbia, Slovakia, Slovenia, Spain and Mediterranean Islands, Sweden, Switzerland, Tunisia, Turkey, Ukraine, Hungary.

Roadside assistance and emergency breakdown service is not provided in countries that are in a state of declared or de facto belligerence.

### Vehicle Requirements

The service can be provided on condition that the vehicle has been registered in Italy with Italian license plates and has a GVWR of up to 3,500 kg.

### Roadside Assistance

This concerns cases of immobilized Vehicle due to breakdown, fire, accident, partial or attempted theft, loss/breakage of keys, tire puncture, battery exhaustion or misfueling and it is not possible to move it independently.

The emergency vehicle will tow the Vehicle, at no cost, from the place of immobilization to an authorized Europ Assistance center or to a PIRELLI Care™ authorized DRIVER center in case of irreparable puncture occurring in Italy.

### Emergency breakdown service (valid only in Italy)

# PIRELLI Care™

This concerns cases of immobilized vehicle due to lost/broken keys, punctured tires, dead battery, failure to start in general and it is not possible to move it independently.

The vehicle is repaired on the spot by the emergency vehicle when possible. Otherwise, roadside assistance intervenes.

The following are not included in the cost of the "Easy" Package:

- the cost of spare parts and any other repair expenses;
- expenses relating to the intervention of exceptional vehicles, when these are indispensable for recovery of the vehicle;
- towing expenses, in case the vehicle has suffered accidents or breakdowns while circulating outside the public road network or any equivalent areas (such as, for example: off-road routes).

## **Access to the service**

PIRELLI Care™ Customers can contact Europ Assistance in full digital mode, through the PIRELLI Care™ App.

For all cases in which this mode is not applicable, the App will provide PIRELLI Care™ Customers with dedicated telephone numbers to contact the Europ Assistance organizational structure.

The roadside assistance and emergency service may result in the PIRELLI Care™ Customer being charged for any costs envisaged by their telephone operator for any calls made at the time of requesting the service to Europ Assistance VAI S.p.A.

- 2) **TIRE PUNCTURE REPAIR:** a service performed irrespective of the brand/model/size of the tire mounted on the vehicle. It does not cover the potential replacement with a new tire, in the event of non repairability. The DRIVER center contacted by the PIRELLI Care™ Customer is responsible for evaluating the repairability of the tire.
- 3) **VEHICLE CHECK-UP:** this consists in checking the pressure of the tires and the spare wheel, visually checking the windows, wipers, checking the efficiency of the lighting systems, checking the horn, checking the level of fluids – engine oil, coolant and wiper water – and in verifying the expiry of the vehicle inspection.
- 4) **VEHICLE SANITIZATION:** this consists in the internal sanitization of the passenger compartment so as to reduce bad smells, viruses, bacteria, and dust mites.

The services included in the PIRELLI Care™ "Easy" Package may be requested at any time during the validity of the Package by: (i) booking - via the PIRELLI Care™ App - a dedicated appointment at a participating DRIVER center for Puncture Repair, Vehicle Check-up and Vehicle Sanitization, and (ii) contacting Europ Assistance directly through the PIRELLI Care™ App in case of request for Roadside Assistance and Emergency Service.