

DESCRIPTION OF THE BREAKDOWN AND ROADSIDE ASSISTANCE SERVICE

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 breakdown and roadside assistance service, included in the PIRELLI Care™ "Superior" Package, is a service provided by Europ Assistance Vai S.p.A throughout Europe (with the exception of roadside repair, valid only in Italy), with the exception of countries that are in a state of declared or de facto war.

Details:

1. 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.

2. 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.

3. Description

3.1 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.

3.2 Emergency breakdown service (valid only in Italy)

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 Offer does not include:

- 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;

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- 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).

4. 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 breakdown and roadside assistance 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.

The breakdown and roadside assistance service can be requested at any time during the validity of the PIRELLI Care™ “Superior” Package.