

# Kia Assist

Comprehensive roadside  
assistance for your Kia



Movement that inspires



## Welcome to Kia Assist

Thank you for purchasing your new Kia vehicle. Kia Assist service is part of our commitment to offering you the very best customer care, which will serve to compliment your purchasing choice of a Kia vehicle. This service offers you peace of mind motoring, both home and abroad, within the terms of the service, details of which are contained in this booklet. Please note that Kia Assist reserve the right to change the terms and conditions of this policy.

In the unlikely event of a breakdown or traffic accident, motoring assistance is available by means of a telephone call to Kia Assist Service which will ensure help is on the way. Whilst we hope you will never have to use this service, the benefits available will ensure that circumstances preventing you from using your vehicle and are overcome speedily and with the minimum of inconvenience to you and your passengers.

**SERVICES** "The Services" means the fulfilment by AA Ireland of its obligations under this customer handbook.

Call **0818 300 007** at anytime. Outside Ireland call **+353 1 649 7493**

## Kia Assist

Kia Assist is our free 3 years motoring assistance service for all new passenger vehicles.

This motoring assistance service offers the Kia owner peace of mind motoring at home and abroad. This policy has been specially designed to ensure that Kia owners receive the very best service.

In the unlikely event of a breakdown or roadside accident, assistance is available 24 hours a day by means of a phone call to Kia Assist which is operated by AA Ireland, one of the largest organisations of its kind in the world.

For more information on Kia Assist, read our 'What to do when you require assistance', 'Understanding this scheme', and the 'General terms and conditions' sections.

Kia Assist comprehensive range of benefits are available as summarised below.



Home &  
Roadside  
Assistance



Attempted  
Theft Abroad



Additional Car  
Hire



Vehicle  
Collection  
Abroad



Hotel  
Accommodation



Car Hire



Garage  
Storage



Vehicle  
Repatriation

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## What to do when you require assistance

Should you require assistance following immobilisation as a result of a breakdown or roadside accident in the Republic of Ireland, contact Kia Assist on: **0818 300 007**

When you are calling from a location which is not in the Republic of Ireland you should use the local international access code: **+ 353-1-649 7493**

To ensure the minimum of delay, please have the following information available:

- Your name and location
- Vehicle registration number
- Telephone number where you can be contacted
- Vehicle model type
- A description of the problem
- Be prepared to provide proof of ownership

## Kia Assist Definitions

**PRINCIPAL BENEFICIARY** is the owner or the user of the covered vehicle as previously notified.

**COVERED VEHICLE** is the Kia passenger vehicle for which Kia Assist is valid, and which has been kept in a roadworthy condition and serviced in accordance with the manufacturer's recommendations at an authorised Kia Dealership.

**BENEFICIARIES** are all the owners, users or passengers travelling in the covered vehicle at the moment assistance is required.

**BREAKDOWN** is an electrical or mechanical failure causing the covered vehicle to be immobilised at your home or roadside.

**ROADSIDE ACCIDENT** is when the covered vehicle is immobilised due to a road traffic collision.

**YOU ARE COVERED** when you and the beneficiaries are travelling in the covered vehicle within Ireland or Europe at the moment when assistance is required.

**IRELAND** means the entire island of Ireland, comprising of the Republic of Ireland and Northern Ireland.

**EUROPE** is Andorra, Austria, Belgium, Bulgaria, Czech Republic, Denmark, Finland, France, Germany, Gibraltar, Greece, Hungary, Italy, Latvia, Lithuania, Liechtenstein, Luxembourg, Monaco, Netherlands, Norway, Poland, Portugal, San Marino, Slovakia, Slovenia, Spain, Sweden, and Switzerland.

**UNITED KINGDOM** is England, Scotland and Wales (excluding Northern Ireland)

## Benefits of Kia Assist

**ROADSIDE RECOVERY & HOME ASSISTANCE** In the event of a breakdown in Ireland, Kia Assist will organize and pay the cost of taking your KIA to the KIA Dealership of your choice in Ireland. In the event of a mechanical or electrical failure causing the immobilisation of your KIA for more than 4 hours Kia Assist will organise for you one of the following benefits:

**CAR HIRE** A temporary replacement vehicle for you during the time that your Kia remains immobilised. The maximum duration for your hire car is four days in Ireland and up to a maximum of fourteen days should your break-down occur in Europe. Naturally, you must be able to satisfy the requirements of the vehicle hiring company and you will be responsible for fuel, insurance and ancillary charges. Please note you are not entitled to a like for like vehicle. OR

**GET YOU HOME COSTS / HOTEL ACCOMMODATION** In the event of a mechanical or electrical failure causing the immobilisation of your vehicle, Kia Assist will organise and pay for one of the following:

### EITHER

(a) If repairs are expected to take more than 4 hours then hotel B&B accommodation will be sought on your behalf. This is available for 1 night in Ireland up to a limit of €75 per person to a maximum of €300 per party per night.

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### OR

(b) If repairs are expected to take more than 8 hours the beneficiaries may be offered rail, bus, coach or air transportation to return home - the maximum amount payable is €200.

### OR

**ROADSIDE RECOVERY & HOME ASSISTANCE** In the event of a mechanical, electrical failure or roadside accident in Europe where your Kia vehicle cannot be repaired within 5 working days, Kia Assist will repatriate the vehicle to the Kia Dealership nearest the principal beneficiary's home address in the Republic of Ireland.

**SPARE PARTS DISPATCH** Should your vehicle breakdown overseas and require a spare part for it to be fixed, Kia Assist will arrange and pay for the dispatch of the part to the dealership or garage repairing your vehicle.

### AND

**URGENT MESSAGE RELAY SERVICE** Under this scheme should you suffer a breakdown, Kia Assist will relay one message on your behalf to a relative or a friend informing them of your situation.

Call 0818 300 007 at anytime. Outside Ireland call +353 1 649 7493

## General Terms & Conditions

Kia Assist provides you with a comprehensive level of benefits to which there have to be the following exclusions.

1. The beneficiary or any other third party organising any of the services detailed in this policy without first having authorisation from Kia Assist and having obtained a file number.
2. The covered vehicle being kept in an unroadworthy condition or not being serviced in accordance with the manufacturer's recommendations at an Authorised KIA Dealership.
3. Any costs that would have been payable normally by the beneficiary, such as petrol, toll charges or parking and/or motoring fines.
4. Motor racing, rallies, speed or duration tests or practice thereof.
5. Accident or injury either through voluntary non-observance of the laws of the land in which the beneficiary is travelling or the practice of activities not authorised by the local authorities.
6. Damage or injury intentionally caused by the beneficiary or resulting from his/her participation in a criminal act or offence.
7. Freak weather conditions.
8. Loss or damage directly or indirectly occasioned by or happening through or in consequence of war, invasion, acts of foreign enemies, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power, riot or civil commotion.
9. Damage to or loss or destruction of any property or any loss or expense, whatsoever arising therefrom,

OR

Any consequential loss or any legal liability of whatsoever nature directly or indirectly caused by or contributed to by or arising from:

- (i) Ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste
  - (ii) The radioactive toxic explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof.
10. Loss, destruction or damage directly occasioned by pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speeds.
  11. The maximum amounts payable for benefits described in this policy are expressed in Euro and are inclusive of VAT.
  12. Trailers and caravans which are not of a proprietary make or where the length exceeds 7 metres, width exceeds 2.23 metres, height exceeding 3 metres and weight not exceeding 3500kg .
  13. The onward transportation of animals is at the discretion of Kia Assist and if done will be solely at your risk.
  14. Any claim not immediately resulting from the Breakdown or any claim where assistance has not been organised from inception by Kia Assist..



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April 2024

