



Emergency Roadside Assistance Handbook for Commercial & Fleet Vehicles

- ✓ Dead Battery/Jumpstarts
- ✓ Flat Tire Towing/Spare Tire Replacement
- ✓ Lockout/Lost Key
- ✓ Fuel/Fluid Delivery
- ✓ Towing
- ✓ Winching/ Extrication
- ✓ 24 Hour Emergency Call Center
- ✓ National Discounts





Best Roadside Commercial / Fleet Service Handbook & Agreement United States and Canada

Welcome to Best Roadside Service, LLC. Your organization has the most comprehensive emergency roadside coverage available! We are ready to assist you 24 hours per day, 365 days a year. Your roadside coverage provides safety, peace of mind and security to anyone driving your company vehicles and you have only one phone number to call in case of any roadside emergency.

As a member of Best Roadside Service, your company now has access to the following services anywhere in the United States and Canada:

- Towing
- Winching/Extrication
- Flat tire change/Towing
- Lockout service
- Fuel delivery (3 gallons free)
- Jumpstart Battery Service
- Fluid Delivery
- Travel/Vacation/Automotive Discounts

Once you have reached your activation date, you will have full access to all the membership benefits that are described in this handbook.

How to use your membership

Your membership comes with two pieces of critical information:

- The toll-free number to our roadside assistance center: **800-946-5413**
- Your membership ID number which is printed on your membership cards that were included in your membership email.

If your company or fleet vehicle should ever become mechanically disabled, have your driver's/staff members call the toll-free number and refer to your membership number and/or company name. As long as your needed service is within the limits of your roadside assistance membership, we will immediately send a service provider to assist you.

Best Roadside Service Commercial Membership Benefits: 6 Service Calls per Vehicle Each Year

24 Hour Breakdown Towing Service

HD plan: As a member, you may have purchased the Heavy Duty (HD) plan which allows a \$200 allowance to apply per towing incident. For example, if the tow for a HD vehicle costs \$300, the customer is responsible for the difference of \$100.

COM75 plan: As a member, this plan covers up to 75 miles or 121 kilometers of towing due to mechanical failure. Only one tow is allowed per disablement. Vehicle must be towed to a repair facility. The towing service can only be provided due to a mechanical failure. Towing miles includes distance that the tow provider must travel to get to disabled vehicle.

24 hour Winching/Extrication

Extraction/Winching: Entitles you up to \$50.00 maximum benefit to be used if your vehicle needs to be extracted/winched out. Vehicle must not be more than 15 feet from a regularly maintained roadway.

24 Hour Battery and Jumpstart Assistance

If you are unable to get your car started, a maintenance person will be sent to provide a battery jump start. This service is for batteries that have lost their charge and simply need a battery boost. It does not cover repair or replacement of faulty or worn out batteries.

24 Hour Flat Tire Service

We will send a maintenance person to you to change your vehicle's flat tire to a drivable spare, enabling you to drive to safety. It is the subscriber's responsibility to have a safe and working spare with your vehicle at all times. If the covered vehicle does not have a spare on-hand, we will tow the vehicle to a repair facility, up to the mileage/ allowance limitations of the subscriber's plan, which for HD is \$200. Many new vehicles do not come with a spare tire. We still encourage you to check and have a spare tire on-hand for the quickest and most efficient service. If you purchased trailer coverage, the only service available is Flat Tire Service and you must have a drivable spare with trailer at all times to receive this service. If the trailer is loaded, it is the driver's responsibility to unload the trailer to make it safe to change the flat tire.

24 Hour Lost Key and Lockout Service

If you accidentally lock your keys in your car, we will send an authorized contractor to unlock your vehicle using manufacturer approved tools. Should the keys not be in the vehicle or the keys are lost, you may purchase a new or temporary key/electric fob that is compatible with your vehicle and submit the itemized receipt for reimbursement. Our program will reimburse you up to the benefit limit of \$100. Valid receipts must be submitted within 60 days of the date of loss.

24 Hour Out-of-Gas Fuel/Fluid Delivery

If you should run out of gasoline or diesel, a service technician will deliver fuel to get you on your way. Your membership includes 3 gallons of fuel delivered to you free of charge. Delivery of fluids is also included; however the cost of fluids is not included.



Hotel, Car Rentals, Vacation/Travel Benefits and Automotive Discounts

For active subscribers, you can go to roadamerica.enjoymydeals.com/home and find hotel/auto/vacation/travel/health /beauty/restaurants and a host of other discounts on that website. Members must sign up with their email and register with code 10999.

Reimbursement Policy and Procedure

The following documentation and procedures are required for all claims. Please note that the paid or covered member must call our Emergency Dispatch# 800-946-5413 first to obtain service.

If, for any reason, the roadside service is not dispatched thru our call center, the covered/paid member can use a provider of choice and upon presentation of the original service provider receipt for requested service, we shall reimburse the paid/covered member up to \$100. If the paid/covered member does not call (Emergency Dispatch #) first, you cannot submit for reimbursement

1. Reimbursements are only available within 60 days of when the service took place
2. State and local taxes and fees are not covered
3. Lost key reimbursement is only available for the fabrication of a temporary key if it is compatible with your vehicle. Reimbursement is up to a maximum of \$100
4. If we have authorized a reimbursement and issued you a reimbursement authorization number, please do the following:
 - a. Obtain an itemized/original receipt of the services performed
 - b. Copy of the Best Roadside Handbook
 - c. Scan the receipt and email along with the authorization number to info@bestroadside.com.



Disclaimer of Liability

Best Roadside Service and/or the sponsor, do not guarantee, nor are responsible for the quality of products or services provided by any independent vendors. Best Roadside Service and the sponsor are making no representations with respect to those matters. In the event any benefit is deemed unsatisfactory to the Member, the Member will look solely to the provider of the product or service for rectification. Accordingly, Best Roadside Service and the sponsor make no warranty, expressed or implied, including but not limited to the warranty of merchantability or fitness for a particular purpose with respect to any Membership services or products obtained by a Member. All warranties, expressed or implied, are the responsibility of the manufacturer or independent vendor. Our liability shall not exceed your current membership fee and under no circumstances shall we be liable for incidental, consequential or exemplary damages. Best Roadside Service may revoke, repossess, modify or cancel the services at any time. Use of the Membership is governed by the conditions set forth herein when issued and retained, and any use of this Membership constitutes acceptance thereof.

Entire Agreement

This Agreement contains the Terms and Conditions of Membership and no representations, inducements, promises or agreements concerning the Membership not included in this Agreement shall be effective or enforceable. If any terms of this Agreement become invalid or unenforceable, the remaining terms shall not be effected. Best Roadside Service and its affiliates' response will be prompt. It will not be responsible for delays which are caused by actions or causes beyond its control, including but not limited to, unusually severe weather, traffic conditions or lack of qualified /properly insured service providers in a certain area. Service providers may be involved in other unrelated traffic issues which can affect ETA's.

Reservation of Rights

We reserve the right to eliminate, add, change and substitute benefits and participating vendors without notice to you. We further reserve the right to change the terms and conditions of this Agreement and any Membership policies at any time without notice.

Governing Law

This Agreement and the terms of the Membership shall be interpreted, construed and enforced exclusively according to the laws of the State of Illinois. For any disputes regarding this Agreement You irrevocably consent to exclusive jurisdiction and venue before any federal or state court residing only in Chicago, Illinois to whose personal jurisdiction You agree to submit. However, nothing in this Agreement is intended or shall be construed to negate or otherwise affect the consumer protection laws of the state in which you reside.

*Administration provided by Roadside Protect, Inc DBA Roadside Protect Motor Club of California
1000 W Irving Park Rd Suite 150, Itasca, IL 60143.

Our Roadside Assistance Guidelines

Best Roadside Service offers nationwide service through various third party service providers who are located throughout the United States and Canada.

Abuse or excessive use of the service is cause for non-renewal or cancellation without a refund. Membership will not be cancelled without notice.

After service calls are expended then account will be marked for out of pocket services only. Arrangements will be made for member to pay the service provider or administrator directly with a credit card. We do not offer billing.

Membership fees and dues are subject to change without notice. We reserve the right to review claim performance every quarter and adjust introductory subscription rates before the period is up if claims are deemed excessive. Best Roadside Service will communicate this to account holder.

Memberships that sign up online may have an auto renew feature. Upon signing up on the website, the member must select the auto renew feature. This feature is free and keeps your roadside plan in effect without worrying about expiring. Once an approved member, you can log back in and turn off the auto renew feature if you like. For manual renewals, notices are sent 2 months, 1 month and 7 days prior to expiration date of service.

Members are not expected to pay for services that are within the limits of their membership.

Services and memberships are only available in the 50 United States and Canadian Provinces.

Membership activation dates are 7 days from the date membership is purchased.

Commercial Vehicle Plan Memberships can be transferred to another vehicle upon sale or salvage only (swaps). Vehicle must be of the same type to be a swap. Member of record must send email to info@bestroadside.com and advise of new and old vehicle information. Some customers will be asked to update the excel spreadsheet that was emailed to them when they joined. It is the customer's responsibility to keep the vehicle/feet list updated by notifying Best Roadside Service of any additions or deletions. This includes address changes as well. Failure to do so will result in service being denied for vehicles not on vehicle/feet list. All transfers/swaps/updates require a 7 calendar day waiting period before service is once again active. Best Roadside Service will always offer prompt service, at our discounted out of pocket price, for vehicles not on vehicle/feet list. Driver/Member will be responsible for making payment for any vehicle not covered.

Driver/Employee/Subscriber must be with the disabled vehicle in order to receive service. (However if you cannot remain with the vehicle for safety reasons, we will attempt to provide service).

Service cannot be guaranteed on roads that are not regularly maintained including private property. Service is not included on anything deemed "off road".

Service does not cover installation or removal of snow tires, chains nor dismounting, rotating or repairing tires. We do not use sealants to repair fat tires. Flat tire service covers swapping out flat tire for drivable spare tire. Subscriber must have a drivable spare with trailer to receive the fat tire service. Flat tire service for trailers is for swapping out spare tire only. It is the responsibility of subscriber to unload trailer if the loaded weight prohibits changing of the flat tire.



Service does not cover vehicle storage charges, cost of parts, installation, products, materials, impounding and additional labor related to towing.

Service cannot be provided to vehicles with expired safety inspection, license plate and or emission sticker where required by law OR to vehicles not legally registered.

Service cannot be provided to impounded vehicles.

Service will be refused if the vehicle is not in a safe condition to be towed.

Service cannot be provided in areas not regularly traveled or regularly maintained such as vacant lots, beaches, forests, open fields or other areas that would be hazardous for service. This includes any off-road activities as well and any area designated not passable because of construction.

Delivery of repaired tires is not included in service.

Service does not include installation of ANY parts other than replacing a flat tire with a usable spare.

Towing vehicles to a junkyard or location of disposal is not included in service.

Towing service is for emergency roadside occurrences only.

Towing or service calls while at an auto repair shop or service station, to another location.

Service when a vehicle is snowbound. We do not hoist, winch or shovel vehicles from unplowed areas, snow banks, snowbound driveways or curbside parking.

Towing to home is not covered.

Accident towing is not a covered benefit.

Tolls are not covered.

Refunds given on a pro-rata basis based on unused, full months only. No refunds will be given if any expenses have been incurred by any member or vehicle.

**Thank you for choosing Best Roadside Service.
Please Drive Safely!**