

ALD ASSISTANCE

OVERVIEW  
OF THE ASSISTANCE  
SERVICES

# OVERVIEW OF THE ASSISTANCE SERVICES

ALD ASSISTANCE



LET'S DRIVE TOGETHER





## ALD ASSISTANCE – ESSENTIAL INFORMATION


THE ALD ASSISTANCE PROVIDES FREE-OF-CHARGE ASSISTANCE SERVICES IN THE CASE OF VEHICLE IMMOBILITY, OR WHEN THE VEHICLE IS NOT ROADWORTHY.

ALD ASSISTANCE CONTACT TELEPHONE NUMBER: **+421 220 602 022**


The aim of the assistance is to mobilize the vehicle on the spot (when possible), if need be transport of the vehicle to a garage and providing the further mobility of the client.

To use the free assistance services, the incident must be reported to the assistance center the following day at the latest. In the event of late notification and late request of the services, the assistance services will not be provided free-of-charge.


LET'S DRIVE TOGETHER


 ALD Automotive


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KARTA VOZIDLA 


**OPRÁVNENIE PRE POUŽÍVANIE VOZIDLA**

 ZNAČKA / TYP / MODEL: Volkswagen/ Crafter 4 dv. Furgon 35 / 2.0, TDI 100 kW stredný rozvor

 VIN: 140075166

 REGISTRAČNÁ ZNAČKA (ŠPZ): 6AI 2824

 ČÍSLO ZMLUVY: 140075166

 NÁJOMCA: Jozef Daňko s.r.o. D.úroveň 4, 250 01 P.



## ALD ASSISTANCE – ASSISTANCE PROGRAMS

ALD ASSISTANCE PROVIDES 2 DIFFERENT TYPES OF PROGRAM:

### Euro Complex

- └ Providing roadside assistance and ensuring further mobility
- └ Assistance in the standard scope – replacement vehicle for the period of 5 days

### Euro Comfort

- └ Above-standard scope of assistance services
- └ Replacement vehicle for the period of up to 10 days

These programs differ in the scope of services provided. The incidents which entitle the client to the services free-of-charge are identical for both programs.



## ALD ASSISTANCE – COMPLEX AND COMFORT

The free-of-charge assistance applies in full extent (including the immediate provision of a replacement vehicle) to the following events:

- └ Vehicle breakdown
- └ Traffic accident

- └ Vandalism
- └ Vehicle theft (replacement vehicle provided)
- └ Defect of 2 and/or more tires
- └ Poor quality or frozen fuel

**Events which entitle the client to the replacement vehicle free-of-charge if the repair cannot be provided on the same day:**

└ Lack of fuel or misfuelling

└ Lost keys, broken keys or keys locked in the vehicle

└ Defect of 1 tire

**In case of a discharged battery, the replacement vehicle service is not provided.**



## MOST FREQUENTLY USED SERVICES

### Repair on the spot

- └ Solving the problem on the spot and making the vehicle operable
- └ Chosen in the event of a minor incident (discharged batter, defect, etc.)
- └ The assistance service covers the arrival, departure and 60 minutes of the technician's work
- └ If the repair cannot be performed in 60 minutes (in major incidents), the client vehicle will be towed. In almost all cases, the possibility of on-site repair or the need of towing can be decided from the over-the-phone description

### Vehicle towing

- └ Towing the vehicle to the nearest authorized service station
- └ If need be (outside the service station working hours), storing the vehicle for up to 4 days
- └ The assistance service covers the towing and storage in full extent

### Replacement vehicle

- └ Vehicle in the same or nearest lower category
- └ EEuro Complex – replacement vehicle for the period of up to 5 days, but not exceeding the repair time, limited to EUR 500 incl. VAT
- └ Euro Comfort – replacement vehicle for the period of up to 10 days, but not exceeding the repair time, limited to EUR 1000 incl. VAT
- └ Not exceeding the repair time means that if the repair is finished before the financial or time limit, the replacement car must be parked and the repaired vehicle picked up.
- └ If the repair is finished late in the afternoon and the client couldn't pick the vehicle up in time, they may continue using the replacement vehicle the next day – the benevolence of the assistance service.
- └ The assistance service also covers the delivery of the replacement vehicle to client's location and its pick up in the service station where the client vehicle is serviced.



## OTHER SERVICES PROVIDED

**If the repair cannot be finished on the same day, if the incident occurred more than 50km from the vehicle residency and if the client did not use the replacement vehicle service, they can choose one of the following options:**

### Alternative transportation

- └ V1st class by train. Or should the journey exceed 8 hours, by air, economy class

└ Includes the transportation of the passengers and baggage to the station or the airport

└ The transportation is provided to the travel destination or to the place of residence

└ Limited to EUR 500 incl. VAT per person

### Alternative accommodation

- └ Accommodation for the period of up to 4 days, incl. continental breakfast

- └ Includes the transport to the hotel
- └ Limited to EUR 500 incl. VAT per person

#### **Pick up of the repaired vehicle**

- └ Transport of 1 person to the service station by the same means as in the case of the Alternative transportation service
- └ Limited to EUR 500 incl. VAT

#### **Delivering spare parts abroad**

- └ If the spare parts necessary for the repair are not available abroad, the assistance service will provide their delivery.
- └ The cost of the delivery is covered by the assistance service
- └ The costs of the spare parts and the custom clearing fees are covered by ALD Automotive

#### **Information services, such as:**

- └ Traffic information, tourist information about the client's destination
- └ Advice on how to proceed after an accident
- └ Addresses and contact information of the police authorities, consulates and state agencies
- └ Interpreting services
- └ Finding and arranging service providers (excluding the cost for the service)
- └ Information about the rules of the road
- └ Sending personal or other documents to the place of stay or the place of the accident (excluding the costs)
- └ Sending medicinal drugs and medical supplies

#### **WISHING YOU A TROUBLE-FREE JOURNEY ALD ASSISTANCE**

**+421 220 602 022**



## **CONTACT INFORMATION / HOTLINE**

**ALD Automotive Slovakia s. r. o.,**

Panónska cesta 47, 851 01 Bratislava – Petržalka

**ALD Assistance:** +421 220 602 022  
**Green line ALD:** +421 800 222 200, +421 232 222 200 (from abroad)  
**Customer care department:** +421 268 298 820  
**Technical department:** +421 268 298 810

**Web address:** [www.aldautomotive.sk](http://www.aldautomotive.sk)  
**E-mail address:** [infosk@aldautomotive.com](mailto:infosk@aldautomotive.com)

We are certain that you will enjoy using the vehicle. There may however emerge an issue, which you will need help with. Therefore, don't hesitate to contact our nonstop line.

**Hotline:** +421 903 749 668