

The Volvo assistance services are applicable 24 hours a day for all vehicles purchased through Volvo Cars Military Sales, Diplomat Sales, Expat Sales and Overseas Delivery. The assistance services are provided for the duration of three years after the confirmed delivery date in the following countries: Andorra, Austria, Belgium, Bulgaria, Croatia, Cyprus, the Czech Republic, Denmark, Finland, France, Germany, Gibraltar, Greece, Hungary, Iceland, The Republic of Ireland, Italy, Liechtenstein, Luxembourg, Malta, Monaco, the Netherlands, Norway, Poland, Portugal, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey (Europe and Asia), and the United Kingdom. Volvo Assistance Europe is made possible through an agreement between Volvo Car Corporation and ARC Europe SA with its Service Providers.

WHERE TO WRITE:

Volvo Car Corporation
Global Customer Relations
Dept. 57460, RBV-2
405 31 Göteborg
Sweden
E-mail: gcr@volvocars.com



FOR WHOM, FOR HOW LONG AND WHERE?

Volvo. for life

VOLVO ASSISTANCE EUROPE

FOR CARS BOUGHT THROUGH VOLVO CAR INTERNATIONAL SALES.



ALWAYS IDENTIFY YOURSELF AS A VOLVO CAR INTERNATIONAL SALES CUSTOMER.

Your call to Volvo Assistance may not come through to our services direct if placed from a motorway emergency phone. In such an instance, please ask the operator to refer your incident to the relevant country number from the list.

IMPORTANT!

This is not an automobile liability or physical damage insurance contract.

Coverage in France:

due to French law. ARC cannot provide coverage on French Toll-roads.

Due to changes in European telephone companies numbering, which are beyond our control, it is possible that some of the listed numbers will change during the period of the cover of this programme. In case of such difficulties, please contact the following number +33-4-721 713 48 at Volvo Assistance, France, who will provide you with the correct number.

VOLVO
Volvo Car Corporation

ARC EUROPE TELEPHONE NUMBERS IN EUROPE



ROADSIDE ASSISTANCE

WHEN

Breakdown or accident leading to immediate immobilisation of the vehicle at the roadside or at home. No km limit.

HOW

ARC Europe will arrange and pay for attendance at the vehicle to attempt a repair following an unforeseen and immediate immobilisation at the roadside or at home. Any costs of spare parts not covered by the vehicle warranty will be charged to you.



RENTAL VEHICLE

WHEN

Breakdown or accident leading to repair provided that repair cannot be completed within half a day after breakdown. Please note: A rental car will only be provided by ARC if your Volvo is immobilized and not driveable.

HOW

ARC will approve and arrange for a rental car of equivalent size to be provided for the duration of the repair up to a maximum cost of €410. This offer cannot be combined with accommodation, return to residence or continuation of travel.



RETURN TO PLACE OF RESIDENCE OR CONTINUATION OF TRAVEL

WHEN

Breakdown or accident, leading to the vehicle being immobilized for more than half a working day.

HOW

ARC Europe will organize and pay for either your return to your home, if you live in Europe, or to your temporary residence if you are a visitor to Europe or the continuation of the travel to your destination in Europe. Maximum €558 per beneficiary. Cannot be combined with rental car or accommodation.



RECOVERY OF THE REPAIRED VEHICLE

WHEN

Immobilization for more than half a working day, the vehicle is repaired and you have returned to your temporary or permanent residence as per the above.

HOW

ARC Europe will pay for a ticket for one of the beneficiaries to recover the repaired vehicle. First class rail or, if the travel time exceeds 8 hours, economy class air travel. Alternatively, a driver will be arranged and paid for by ARC Europe to drive the vehicle direct to the beneficiaries temporary or permanent residence.



ADDITIONAL SERVICES

ARC will assist with information and international message services, banking arrangements and spare parts dispatch.

THE SERVICES OF VOLVO ASSISTANCE EUROPE



TOWING

WHEN

When a roadside repair is not possible, after the breakdown or accident.

HOW

ARC Europe will arrange and pay for the roadside assistance or towing of the vehicle from the place of the breakdown or accident to the nearest authorized Volvo workshop or to a Service Network location. Any costs for spare parts not covered by the vehicle warranty will be charged to you.



ACCOMMODATION

WHEN

If you wish to await the completion of repairs when your vehicle is immobilized more than 80 km from your usual place of residence.

HOW

ARC Europe arranges and pays for your hotel expenses for the duration of the repair up to a maximum of 4 nights and up to an amount of €74 per day and per beneficiary. Additionally, you are entitled to reimbursement of a maximum amount of €37 for receipted out-of-pocket expenses for each night for which hotel expenses are provided. Cannot be combined with rental car, or return to place of residence or continuation of travel.