Platinum Plus Roadside Assistance



Call 1800 817 877 for Roadside Assistance or 1800 959 245 for Enquiries (Toll Free)

National Roadside Assist App

Download and activate your Roadside Assist policy on the App (available one business day after the receipt of this Contract).

Download on the App Store GET IT ON Google Play

Download at https://nationalroadsideassist.com.au/

Note:

1. Benefits commence on the Delivery Date.
2. Valid while you meet the conditions of your PlatinumOne Protection Plan.
3. The National Roadside Assist policy is not transferable to another vehicle or owner.

Roadside Response

- If your 12V starter battery is flat, we will come out and jump start your vehicle.[1]
- If you get a flat tyre, we will come out and fit your roadworthy spare.[2]
- If you lock your keys/key card in your vehicle, we will gain access to your vehicle.[3]
- If you run out of petrol, we will bring some out for you.[4]
- If your EV runs out of charge, we will tow it to the nearest charging facility or home.[5]

#1 Replacement 12V starter battery costs at driver's expense.
#2 Caravans and trailer up to 3.5 tonnes gross included.
#3 Benefit limited to $250.00 per annum. Key cutting/replacement keys and key cards at driver's expense.
#4 Maximum 5.0 litres of unleaded petrol for free, LPG/Diesel vehicles transported to fuel supply.
#5 Towing limits apply see limitations and exclusions for full details.

Towing Breakdown

- If your vehicle breaks down, or is unable to be safely driven due to failure, we will transport you to the dealership where you bought your vehicle or to the nearest authorised service centre within a 250km round trip during business hours. If after hours, your vehicle may be transported home or held at towing company depot for transport to repairer the next business day. Once the vehicle has been delivered to a place of repair, any further towing for the current breakdown will be at your expense.
- If your vehicle breaks down due to failure and requires emergency towing, we will reimburse up to $200.00 per annum for onward travel expenses (refer to definitions) incurred by the driver or passengers, if they are not able to travel with the tow truck.
- If your vehicle breaks down, and you are towing a caravan, boat or trailer, we will assist with transporting your caravan/trailer/boat home or to a secure location of your choice, within the 250km round trip limit. See limitations and exclusions for full details.

Extras up to $1200 per year

In the event of a major vehicle breakdown, NRA will assist with reimbursement of immediate costs for the following "Extras" categories up to combined claimable total limit of $1,200 (inclusive of GST) per Annum.

Extras Categories & Sub Limits:-

- **Car Hire** Reimbursement of the base daily rental rate up to $120.00 per day.
- **Emergency accommodation** Room cost only for the driver and passengers up to $250.00 per day.
- **Emergency travel** Tickets for air/bus or train travel for the driver and passengers up to $300.00 per ticket.
- **Trailer Hire** Rental of a trailer to assist with onward transport up to $120.00 per day.
- **Long Distance Transport** Utilisation of specialised transport (e.g.Roadtrain or Vehicle Transporter) up to $400.00 per breakdown.

Claims Eligibility & Submission:-

- **Mechanical Breakdown Only** Extras are only claimable for repairs resulting from a mechanical or electrical breakdown resulting in a tow/callout by National Roadside Assist. Claims arising from accidents, impact damage, or insurance related matters are strictly excluded.
- **Documentation** All claims must be supported by itemised tax invoices from a registered business with a valid ABN. Proof of payment must be via bank statement or credit card receipt. Cash payments are not eligible for reimbursement.
- **Timeframe** All claims must be submitted within 21 days of the occurrence or the finalisation of vehicle repairs.

  Address to: CLAIMS MANAGER, PO BOX 1031, FIRLE, SA 5070 AUSTRALIA or email: claims@nationalroadsideassist.com.au

Limit of Cover

1. Towing fee is free up to a 250km round trip, towing in excess of a 250km round trip will be charged at prevailing industry rates.
2. An excess may apply to areas that are more than a 250km round trip from nearest provider. Quotes for excess can be provided upon request at the time of the call for assistance.
3. For oversize, or overweight vehicles, a Towing excess will apply. Quotes for excess can be provided upon request at the time of the call for assistance.

Roadside Assistance Limitations and Exclusions

Limitations

The following conditions, restrictions, or circumstances may limit or affect the provision of services:

1. **Waiting Period** A 7-day waiting period applies if the Contract is not issued on the date of vehicle purchase or scheduled vehicle service. All call-outs during this period are at the driver's expense and exclude any pre-existing issues with the vehicle, including but not limited to towing, roadside services, extras claims and onward travel expense claims.
2. **Location and Economic Surcharges** National Roadside Assist is not liable for increased or additional costs, expenses, or location-based surcharges resulting from:
    a. a breakdown in areas with limited-service access, difficult terrain, or those situated outside of standard metropolitan service boundaries.
    b. a breakdown in an area that is affected by any natural disaster.
    c. global crises or economic conditions—including significant fluctuations in worldwide fuel prices—that necessitate a fuel surcharge or adjustment to standard operating costs.
3. **Repeated or Excessive Use** Repeated or excessive call-outs due to driver-related faults, customers not complying with our instructions, aftermarket accessories, vehicle neglect or abuse, pre-existing faults, or faults/breakdowns caused by a non-authorised repairer, as reasonably determined by NRA or its contractors.
4. **Driver Conduct** NRA may, at its discretion, refuse service or suspend/cancel a driver's membership if the driver is abusive, threatening or violent towards NRA staff or its contractors, attempts to receive service by deception, or has any excess owing for previous call-outs.
5. **Lockout and Key Recovery** If a driver requests that their vehicle be broken into to recover keys/belongings, NRA or its contractors will not accept responsibility or liability for any damage that may occur as a result.
6. **Driver Attendance** Where the customer is not in attendance at the vehicle without prior arrangement and the service vehicle leaves the scene, any further call-outs for that breakdown will be at the driver's expense.
7. **Tyre Assistance Information** If a driver requests a spare tyre be fitted due to a non-impact related flat tyre, it is the driver's responsibility to correctly inform NRA as to the presence and condition of the spare tyre. If incorrect information is provided, or the spare tyre is unroadworthy or not present, all further assistance including towing to a tyre/service/repair centre will be at the driver's expense for the current breakdown.
8. **Uber & Rideshare Vehicle Cover** Vehicles used for Rideshare purposes, such as, but not limited to Uber, regardless of if used full or part-time, are limited to:
    a. One Roadside response call-out per year (as outlined above).
    b. One Breakdown Tow service per year (as outlined above).
9. **Car Hire Vehicles** must be sourced from a recognised rental provider with a valid ABN. Rideshare, Taxi, or Chauffeured vehicle receipts are not eligible for reimbursement under the Car Hire category.
10. **Reimbursement of extras cover** Reimbursement is strictly limited to the base daily rental rate. The following fees and charges are not covered and will be deducted from any claim:
    a. **Insurance & Liability** Rental insurance, Excess Reduction, Loss or Damage Waivers (LDW), and any supplemental protection or "top-up" cover.
    b. **Mandatory & Location Fees** All administration charges, Vehicle Registration Recovery Fees (VRRF), and premium location or airport surcharges.
    c. **Transaction Costs** Credit card surcharges, booking fees, and non-refundable deposits from third-party booking sites.
    d. **Operating & Usage Charges** Fuel (including EV charging costs), kilometre charges exceeding the rental's included allowance, and all tolls.
    e. **Logistics & Add-ons** One-way drop-off or collection fees, additional driver fees (including under-25 surcharges), and optional add-ons including roadside assistance.
    f. **Incidentals** All meals, refreshments, alcohol, and mini-bar charges included on accommodation or travel bills.
11. **Repeated Tyre Incidents and Unrepaired Faults** Where the driver requests assistance for a flat tyre and a service has already been provided for that within the preceding 14 days, the following applies:
    a. **Service Requirement** NRA or its contractors will only provide further roadside assistance if the driver can provide evidence (such as a tax invoice or receipt) that the previous tyre was professionally repaired or replaced by an authorised tyre or repair centre.
    b. **Towing Limitation** In the event a previous tyre fault has not been repaired and the vehicle becomes immobile again for the same issue (including the spare tyre now being in use or damaged), any resulting towing will be at the driver's own expense.
12. **Vehicles Not Equipped with a Spare Tyre** Where the Vehicle is not equipped with a serviceable spare tyre as standard manufacturer equipment (e.g., vehicles with run-flat tyres or tyre repair kits), NRA will provide towing to the nearest tyre outlet or place of Repair. This service is subject to a maximum financial limit of $220.00 (inclusive of GST) per incident. Any costs exceeding this amount, or any subsequent towing required for the same breakdown, must be paid by the Driver at the time of service.
13. **Out of Fuel or Charge** If your Vehicle runs out of fuel or an Electric Vehicle (EV) runs out of charge:
    a. **ICE Vehicles** NRA will, where possible, deliver 5L of unleaded fuel to your location to allow you to reach the nearest service station. If delivery is not possible, we will provide towing to the nearest service station.

b. **Electric Vehicles (EV)** NRA will provide towing to the nearest accessible charging station or Home Address.

Both services are subject to a maximum financial limit of $220.00 (inclusive of GST) per incident. Any charging fees or towing expenses exceeding this limit are the responsibility of the Driver and must be paid by the Driver at the time of service.

14. **Service Provider Availability** There may be instances where a provider is not available to assist with a breakdown or roadside assist request. In these rare instances, the driver will be required to arrange their own rescue at their own cost.
15. **Battery Installation:** Roadside battery installation services are strictly limited to batteries purchased directly from the NRA service provider at the time of the call-out. NRA will not install or fit batteries purchased privately by the Driver or from third-party retailers.
16. **Towing of Caravans, Boats, and Trailers (Platinum Plus Only)** Towing for a caravan, boat, or trailer is strictly limited to units equipped with a standard 50mm ball hitch that can be safely attached to the attending tow truck. NRA will not dispatch a separate or second tow truck specifically for the towed unit; both the Vehicle and the towed unit must be capable of being recovered by a single service provider in one trip.
17. **Oversize Vehicles and Excess Fees** Where a vehicle exceeds standard physical size or weight limitations—specifically those over 5.5 metres in length, 2.5 metres in width, 2.5 metres in height, or 3.5 tonnes in weight—service may still be provided subject to the availability of specialist equipment. Any additional costs, including excess labour, specialist towing fees, or equipment surcharges required to recover an oversize vehicle, are the responsibility of the Driver and must be paid at the time of service.

Exclusions

The following are **not covered** under this Roadside Assistance Contract:

1. Trucks, buses, vehicles used for hire or reward including, but not limited to, taxis, limousines, chauffeured vehicles and rental/loan cars.
2. Vehicles requiring excess labour or specialist/heavy equipment (e.g., trolley wheels, cradle lift trucks, non-standard ramps) for removal, extraction from multi-storey or underground car parks, vehicles that are bogged, in a National Park, or not within easy reach of a public/sealed road.
3. Vehicles already at a repairer and vehicles that have been involved in an accident/collision or have sustained damage due to impact, malicious or criminal damage, flood/fire damage, or vehicles that have been stolen and require recovery.
4. Excess labour, battery installation fees, or vehicles exceeding physical size limitations: over 5.5 metres in length, wider than 2.5 metres, higher than 2.5 metres, or heavier than 3.5 tonnes.
5. Ferry/barge costs, freight costs, including tolls and sea crossings.
6. Service may be refused for unregistered vehicles and vehicles that are not roadworthy or that have been modified from manufacturer specifications (e.g., excessively lowered vehicles, modified for racing/4x4 tracks, or used for any form of motorsport).
7. Vehicles which have been refuelled with the wrong type of fuel.
8. Vehicles that are the subject of a manufacturer's recall or a known mechanical campaign, where the fault causing the breakdown is related to that recall or campaign.

For full details, including our Privacy Policy, please visit: www.nationalroadsideassist.com.au

Terms & Conditions

This Contract will be voided if you do not comply with these Terms and Conditions.

Period of Cover

The conditions of the Contract commence at the Delivery Date. The benefits you will receive under this Contract commence on the later to occur of either the Delivery Date OR the expiry of any Manufacturer's Full Warranty, or Statutory Warranty provided with the vehicle.

The Contract will cease upon expiry of either the period of time OR the distance travelled, whichever occurs first, as indicated under "YOUR PLAN".

Upon your written request, Suttons may cancel this Plan, at which stage our Refund Policy applies.

The PlatinumOne Protection Plan

Our PlatinumOne Protection Plan is not an insurance policy. It is a contract between You and the Company, designed to ensure that your vehicle is maintained to a standard that will help protect You from costly repairs to defective parts.

It is important that you carefully read this document to understand the extent of the Plan, and all of its limitations. Some of the conditions of this Plan are highlighted for your attention, to ensure there is no misunderstanding.

Suttons agrees that in the event of any failure* of any covered component, such component will be repaired or replaced using parts of a like kind and quality, to acceptable working condition, to the extent of the limits of the Plan, provided that the Customer has observed these Terms & Conditions.

* Failure means the inability of any covered component to satisfactorily perform the function for which it was designed.

Servicing – What do I need to do?

It is a condition of this Plan that your vehicle is serviced in accordance with the Servicing Requirements as shown in this document.

You will be advised of any defect found. Any items covered by the PlatinumOne Protection Plan will be repaired at a mutually convenient time in accordance with the terms of the Plan. In the event any additional work is required, we will refer any other required repairs or defects outside of this PlatinumOne Protection Plan, to you for your approval, prior to any work being commenced.

What is Not Covered?

This Contract does not cover the following:

1. Any failure caused by negligence, misuse or failure to perform required servicing, or any failure caused by the lack of proper and necessary maintenance. Any failure due to the lack of oil or coolant, excessive use of oil, overheating, fuel contamination or use of incorrect grade of fuel is not covered under this Contract.
2. Any parts not defined as being covered in this document. Maintenance items such as, but not limited to, the following are not covered by this Contract: brake pads, brake rotors, spark plugs, light bulbs, 12v batteries, oils, filters, tyres, hoses, fan and timing belts, or any other component recommended by the Manufacturer for periodic replacement.
3. Any modifications made or any affected components on the vehicle after the Date of Delivery, unless fitted by Suttons or with written approval for inclusion by Suttons.
4. Paint, trim, or failure caused by rust or corrosion of any kind.
5. Any inherent faults or defective parts subject to recall by the Manufacturer, or any such parts recommended for replacement by the Manufacturer through inability to meet normal performance requirements.
6. Any loss or damage caused by towing, collision, force impact, breakage of glass, missiles, falling objects, fire, theft or larceny, explosion, earthquake, windstorm, hail, water, flood, malicious mischief or vandalism, riot or civil commotion, lightning, nuclear contamination, freezing, smoke, or from any other cause whatsoever except as provided in this Contract.
7. Consequential damage.
8. All consumables, including but not limited to, oils, coolants, lubricants, additives, air conditioning gas, environmental and waste disposal charges.
9. EV and Hybrid batteries Limitations:
   The Manufacturer-fitted High Voltage Battery Pack of a Hybrid Electric Vehicle (HEV), Plug-in Hybrid Electric Vehicle (PHEV) or Battery Electric Vehicle (BEV) is covered under this Contract only for the sudden and unforeseen mechanical or electrical failure of the high voltage battery pack requiring repair or replacement. The Administrator's liability for any claim relating to the High Voltage Battery Pack shall be limited to the lesser of: a) the applicable individual claim limit stated in Your Plan; or b) $6,000.
   Notwithstanding the above, this Contract does not cover any loss, damage, defect, failure, deterioration, reduction in performance, or malfunction relating to:
   a) battery degradation, battery capacity loss, reduction in state of health (SOH), reduction in driving range, or any gradual deterioration of battery performance arising from age, usage, charging practices, environmental conditions, or normal wear and tear;
   b) the charging system, charging equipment, charging port, charging cable, charging connector, inverter, converter, or any charging-related failure or inability to charge;
   c) software, firmware, electronic control unit programming, calibration, coding, configuration, updates, upgrades, downloads, over-the-air updates, or any software-related fault; and
   d) water ingress, flood damage, submersion, moisture contamination, corrosion, or any damage caused directly or indirectly by exposure to water.
   For the avoidance of doubt, cover applies only to internal mechanical or electrical failure of the Manufacturer-fitted High Voltage Battery Pack and does not apply to any loss of performance, gradual deterioration, charging-related concern, software-related concern, or external cause otherwise excluded by this Contract. Such items are specifically excluded from coverage under this Contract.

General Conditions

1. This Contract is between the Company and the Customer(s) nominated on page 1 of this document, together the "Parties" and each a "Party".
2. The benefits conferred by this Contract are in addition to all other rights and remedies in respect of the Customer which the consumer has under the Competition and Consumer Act 2010 and similar State and Territory laws. The Australian Consumer Law ("ACL"), which is Schedule 2 of the Competition and Consumer Act 2010, helps protect consumers by giving them certain guaranteed rights when they buy goods or services. These rights apply automatically whenever goods or services are supplied to a consumer. They are known as "Consumer Guarantees". Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled:
   - to cancel your service contract with us; and
   - to a refund for the unused portion, or to compensation for its reduced value.

   You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.
3. It is the responsibility of the Customer to minimise, where possible, the liability of the Company, such as not driving the vehicle when to do so may cause further damage.
4. Subject to the Customer's rights under Australian Consumer Law, to the maximum extent permitted by law:
   a. a Party's liability under this Contract will be reduced proportionately to the extent the relevant liability was caused or contributed to by the acts or omissions of the other Party, including any failure by that other Party to mitigate its loss; and
   b. neither Party will be liable for consequential, special or indirect loss, real or anticipated loss of profit, loss of benefit, loss of revenue, loss of business, loss of goodwill, loss of opportunity, loss of savings, loss of reputation, loss of use and/or loss or corruption of data, whether under statute, contract, equity, tort (including negligence), indemnity or otherwise.
5. Should any false or fraudulent statement be made by the Customer or any person acting on the Customer's behalf, with the Customer's knowledge, in support of any claim, or if the odometer has been tampered with, made inoperative or altered, then the Company may terminate this Contract in accordance with the following clause and the Customer's rights to claim shall be forfeited in respect of all future claims.
6. In the event of any breach of the terms and conditions of the Contract by a Party (**Defaulting Party**), the other Party (**Non-Defaulting Party**) reserves the right to immediately cancel the Contract, if the breach has not been remedied within 10 business days of the Defaulting Party being notified of the breach by the Non-Defaulting Party.
7. The Plan Type offered in this Contract is based on the vehicle details provided on page 1, including but not limited to make, model, age, and delivery kilometres. If any of these details are incorrect, we reserve the right to withdraw the selected product if it does not meet the vehicle eligibility requirements.
8. If the nominated vehicle:
   a. Has been exported to another country, or
   b. Has been affected by beach use, or
   c. Has been used for competitive driving or racing, or has been tested in preparation thereof, the Contract will be immediately deemed null and void and all rights forfeited.
9. This Contract is not transferable.
10. All headings in this document have been inserted for the purpose of ease of reference only. They do not affect the meaning or interpretation of it.

Privacy Statement

The Privacy Policy applies to all personal information collected by the Company or the Plan Administrator (collectively referred to as "us" or "we") when entering into, or otherwise communicating with you in relation to, this Contract.

How to contact us about privacy

Your privacy is very important to us. For that reason, please read the following details carefully and get in contact with us if you have any questions.

Collection and Purpose

We may collect personal information from you in the course of your dealings with the Company or the Plan Administrator.

The personal information we collect and maintain generally includes your name, date of birth, gender, address, contact details and information specific to the vehicle purchased, and the service you decide to purchase from us, and can also include any notes or information we have taken during the course of your dealings with us.

The purpose for which we collect personal information is to provide you with the best service experience possible. Some provision of personal information is optional. However, if you do not provide us with certain types of personal information, you may be unable to enjoy the full benefits of the Plan.

How do we hold your personal information?

We may hold your personal information in a number of ways, including electronically, in paper records, and/or in telephone recordings.

Where your personal information has been collected from a third party, including our service providers, they may also hold copies of your personal information.

We may combine personal information we receive about you with other information we hold about you. This includes information received from third parties and information collected for different products and services.

Disclosure

We customarily disclose personal information only to our service providers who assist us in fulfilling the terms of the Plan and to the Plan Administrator. We will only disclose personal information to an unrelated third party with your consent.

Access and correction
Australian Privacy Principle 6 of the Australian Privacy Act 1988 (Cth) allows you to get access to, and correct, the personal information we hold about you in certain circumstances. If you would like to obtain such access, please contact us.

Security
We have processes in place to ensure the security of your personal information, including limitations on access to personal information within our organisation.

Direct marketing
From time to time, we may use your personal information to advise you about or offer you other products or services that may be relevant and of interest to you. If you do not want to receive these offers from us, please contact us.

In some instances, we may disclose your personal information (but not sensitive information) to others we have business arrangements with to enable them to offer their products and services to you.

We do not use or disclose sensitive information for the purposes of direct marketing.

More Information
The Privacy Policy of the Company is available at www.suttons.com.au and the Privacy Policy of the Plan Administrator is available at www.harrier.com.au. The Company can provide you with printed copies of these policies if you request.

Your Rights and the Australian Consumer Law

Consumer guarantees under the Australian Consumer Law ("the ACL"), which is Schedule 2 of the Competition and Consumer Act 2010 requires that any vehicle sold:

a. be of acceptable quality (s 54 of the ACL);
b. be fit for the purpose for which they were acquired (s 55 of the ACL);
c. correspond to any description attached to the goods prior to the sale (s 56 of the ACL); and
d. correspond to any sample of the goods that was offered to the consumer prior to the sale (s 57 of the ACL).

In determining whether or not a vehicle (or part) is of 'acceptable quality', the factors described in s54(3) of the ACL will need to be considered, namely:

a. the nature of the goods; and
b. the price of the goods (if relevant); and
c. any statements made about the goods on any packaging or label on the goods; and
d. any representation made about the goods by the supplier or manufacturer of the goods; and
e. any other relevant circumstances relating to the supply of the goods

A vehicle may also have an additional Statutory Warranty. The provisions vary from State to State. This Statutory Warranty may be in addition to, or overlap the ACL and may also operate concurrently to the ACL.

The protection afforded to you under Your Plan is in addition to, and does not substitute for, the rights you have under the ACL. If and to the extent that you have a right to claim under the ACL, you need not claim under Your Plan.

Furthermore, there are additional guarantees and remedies available to you, as a consumer, under the ACL, in relation to any services provided to you under this PlatinumOne Protection Plan and this Plan does not limit those rights, remedies or guarantees.

The following comparison table summarises the cover (guarantees) provided under the ACL and the cover provided by the PlatinumOne Protection Plan.

Issue	ACL Liability	Cover under the PlatinumOne Protection Plan
Duration	Not specifically limited, but dependent on the circumstances.	Cover is provided for a fixed, certain, duration as specified in the PlatinumOne Protection Plan, depending on the level of cover. Refer to "Your Plan" on page 1.
Roadside assistance cover	No express cover, but costs which you may incur in the process of having the defect fixed may be claimed in some circumstances –s259(2) (b)(i), s259(3)(b) and/or s259(4) of the ACL.	If you choose cover including NRA (National Roadside Assist), then assistance is provided for lock out of vehicle, lost keys, no fuel, flat tyres, towing of the vehicle and subsequent car hire and accommodation costs, depending on the circumstances and level of cover. Roadside assistance is often available for a period of time over and above the length of Your plan.
Limit on claims	None specified, but entitlements will be determined if it can be said that the vehicle is not of an acceptable quality, or the additional claim is made within a reasonable period.	Simple, limits on claims are specified in the PlatinumOne Protection Plan, depending on the level of cover. Refer to "Your Plan" on page 1.
Fault diagnosis	Dependent on the particular circumstances.	Diagnostic work covered as specified in the PlatinumOne Protection Plan, depending on the level of cover. Refer to the "Parts Covered" listed within this document.
Out of town breakdown/ Roadside assistance	Costs may be recoverable depending on the particular circumstances –s259(2) (b)(i), s259(3)(b) and/or s259(4) of the ACL.	As specified in the PlatinumOne Protection Plan, depending on the level of cover.
Wear and tear	Wear and tear caused by a defect may be covered but otherwise fair wear and tear not covered (as long as the vehicle is of acceptable quality). Consideration will need to be had of the factors described in s54(3) of the ACL.	Cover including fair wear and tear for items specified in the PlatinumOne Protection Plan, depending on the level of cover (refer to the "Parts Covered" listed within this document) but not including other parts and elements excluded under "What is Not Covered" within this document including failure caused by negligence, misuse or inadequate servicing, and not including "maintenance parts", and some parts as per regular routine servicing.
km limit	What a reasonable consumer would expect based on the factors described in s54(3) of the ACL.	Cover is limited by mileage, as specified within the PlatinumOne Protection Plan, depending on the level of cover. Refer to "Expiry Kilometres" on page 1.

Fault or failure	Dependent on the particular circumstances.	Some items covered regardless of fault, as specified in the PlatinumOne Protection Plan, depending on the level of cover. Refer to the "Parts Covered" listed within this document.
Claims process	Claims are submitted to the Motor Dealer and, in some cases to the Manufacturer.	Independent claims process: claims submitted to the PlatinumOne Protection Plan Administrator to determine cover in accordance with the PlatinumOne Protection Plan.

Complaints Handling

We are committed to providing you with quality customer service.

Occasionally, we know that there may be some aspects of our service, the limit of liability under this PlatinumOne Protection Plan or any dealings you may have with us which you wish to query or draw to our attention.

If you are dissatisfied with any aspect of our service, we will do our best to work with you to resolve any disputes using the following process:

1. Please talk to us first. Please contact Suttons on the numbers provided within this PlatinumOne Protection Plan document. Our team is equipped to deal with any queries and most times, will be able to resolve the matter to your satisfaction.
2. If the team member you speak with is unable to resolve your concern, we ask that you submit a complaint using the following link from the Administrator's website, and they will direct it to the appropriate team. https://www.suttons.com.au/customer-care

Definitions

For the purposes of this document, the following terms have the following meanings unless the context requires otherwise:
"**Breakdown**" means your Vehicle is immobilised due to mechanical failure or electrical fault, excluding Insurable Events and any Manufacturer recalls.
"**Charging Facility**" means an Electric Vehicle charging station accessible by the towing service provider's towing equipment.
"**Company**" means the company that owns and operates Suttons, the name of whom appears on page 1 of this document.
"**Contract**" means the Agreement formed between the Company and the Customer, comprising of this Plan document.
"**Covered Component**" means the parts defined as being covered in this document as specified by Your Plan.
"**Customer**" and "**You**" means the customer whose name and details appear on page 1 of this document, being the person who has purchased the vehicle to which Your Plan relates.
"**Dealership**" means the company that owns and operates Suttons, and is otherwise referred to as the Company.
"**Delivery Date**" means the date upon which you take delivery of the vehicle.
"**Electric Vehicle**" means a vehicle with one or more motors partially or fully powered by electricity for propulsion, including BEV, PHEV, HEV and FCEV vehicles.
"**Electric Vehicle (EV) Battery**" means the large, high-voltage energy storage block used to power the vehicle's electric drive unit or motor.
"**Emergency Accommodation**" *(NRA Platinum and Platinum Plus only)* means temporary lodging provided to a driver and any passengers when a breakdown prevents continued travel. Includes short-term accommodation (typically one or two nights) to ensure safety and shelter until repair or alternate transport is arranged. Room cost only is covered; incidentals are excluded. Pet or livestock accommodation is not covered.
"**Insurable Event**" means vehicles involved in an accident/collision or that have sustained damage due to impact, malicious or criminal damage, flood/fire damage, or stolen vehicles requiring recovery.
"**Manufacturer**" means the entity that manufactured or imported your vehicle into Australia, and which has provided an express Manufacturer's Warranty over the vehicle when sold as new.
"**Manufacturer's Full Warranty**" means the entire period of the Manufacturer's Warranty period which:
Where no additional cover has been obtained is the last day of the original Manufacturer's Full Warranty; and
Where additional cover has been obtained, is the last day of the extended Manufacturer's Full Warranty.
"**Onward Travel Expenses**" *(NRA Platinum Plus only)* means expenses incurred by the driver and/or passengers to continue travel from the site of a breakdown if they cannot travel with the tow truck.
"**Place of Repair**" means a commercial premises where mechanical and/or electrical repairs are conducted.
"**Plan**" or "**Your Plan**" means the plan covering your vehicle, the terms and conditions of which are set out in this document. The type of Plans that your vehicle is covered by is specified under "Your Plan - Type" on page 1 of this document.
"**Plan Administrator**" means Harrier-National (Sales) Pty Ltd ABN 98 003 860 633.
"**Public/Sealed Road**" means a Government-recognised road or driveway accessible under all weather conditions by a two-wheel-drive motor vehicle.
"**Roadworthy**" means a vehicle or vehicle component meeting the safety requirements for registration in the jurisdiction in which it is located.
"**Round Trip**" means the total distance travelled by the Service Provider from their base (or dispatch point) to the customer's location and back to base, or in some cases to the final destination (e.g., place of repair).
"**Towing**" and "**Transport**" means the transportation of your Vehicle to another location using a conventional car carrier.
"**Towing Company Depot**" means the base of operations for a towing service provider.
"**Vehicles Used for Hire or Reward**" means vehicles used part-time or full-time for financial gain through providing services including but not limited to taxis, limousines, chauffeured vehicles, Uber/rideshare and rental/loan cars.
"**Vehicle**" means the quality Vehicle purchased from Suttons, to which our Your Plan relates, the details of which appear on the Customer Contract page.