Terms and Conditions

The Scania Go Mobility Guarantee is designed to ensure that if your Scania Go vehicle is, within 30 days of its sale, involved in a roadside breakdown in the UK caused by the failure of a Scania product it is provided with a quick and efficient repair at a Scania authorised dealer anywhere in the UK.

 Scania or the Authorised dealer will cover the cost of repairing the Scania Go vehicle at the roadside (UK only) or recovering the vehicle and repairing it at a Scania authorised dealer in accordance with these terms (certain exclusions apply – see item 4 of your responsibilities).

If there is a delay in getting your Scania Go vehicle back on the road due to insufficient labour or parts, Scania (Great Britain) Limited (“Scania”) and its dealer network will, subject to these terms and conditions, provide you, the customer, with a replacement vehicle or reimbursement contribution towards replacement vehicle costs:

* up to a maximum of £150 per day (trucks); and
* up to a maximum of £250 per day (bus and coach).

The above rates are correct at the date of publication of these terms and conditions but are subject to change by Scania.

Our responsibilities:

1. The Scania Go Mobility Guarantee is valid for any Scania Go vehicle sold by us to you, during the period of 30 days immediately following the date of its sale and is provided at no cost to you (save as provided in item 4 of your responsibilities). After such 30-day period the Scania Go Mobility Guarantee will automatically expire. The date of sale is the date the Scania Go vehicle is delivered to you following its sale (i.e. the handing over of the custody of the Scania Go vehicle and its keys to you).
2. The Scania Go Mobility Guarantee covers any involuntary stop\* (vehicle roadside breakdown only) due to technical defects on the Scania chassis (and failure of a vehicle’s air conditioning or door system which results in VOR – bus and coach) (see item 1 of your responsibilities).
3. If the Scania Go vehicle cannot be repaired at the roadside (which is likely to be the case for electric vehicles), or if repairs are unwise Scania Assistance will arrange for the Scania Go vehicle (including any vehicle trailer and load, unless otherwise agreed) to be taken to the authorised Scania dealer located closest to the location of the involuntary stop (unless another location is agreed by Scania Assistance). The customer shall be responsible for the security and onward movement of any vehicle trailer and load.
4. The Scania Go Mobility Guarantee is valid at all authorised UK Scania dealers.
5. When a Scania Go Mobility Guarantee repair order is placed, Scania, or the authorised Scania dealer, will endeavour to get the Scania Go vehicle back on the road within 24 hours of the commencement of the standstill period.
6. The standstill time is counted from the time Scania Assistance confirms acceptance of the breakdown or repair with the authorised Scania dealer. See item 2 of your responsibilities.
7. These terms and conditions outline the UK version of the Scania Go Mobility Guarantee and apply in the UK to Scania Go vehicles purchased in the UK only.
8. The Scania Go Mobility Guarantee reimbursement is paid towards the cost of a replacement vehicle after a period of 24hours immediately following the commencement of the standstill period has expired (e.g. 0 to 24hrs = £0.00, 24+hrs

= reimbursement payable where a replacement vehicle has not been provided). Scania Go Mobility Guarantee is available 365 days per year, excluding public holidays, and is payable in 24-hour increments thereafter until the vehicle repair is completed. The reimbursement is payable by the repairing dealer to the customer.

For trucks: if Scania or the Authorised Dealer is unable to provide a

replacement vehicle of similar specification\*\* from Scania Truck Rental (or other), reimbursement will be provided based on the daily or weekly rates available from

Scania Truck Rental of similar specification\*\* vehicles (subject to the maximum contribution referred to below). Further, should Scania Truck Rental (or other) be unable to supply a suitable vehicle, Scania or the Authorised Dealer may (subject to the provision of supporting evidence of the incurrence of such third party costs on request) reimburse to the customer its hire costs incurred in respect of a replacement vehicle and/or any down time costs, subject always to the maximum daily rate of £150.00 after taking into account any reimbursement payment payable.

For bus and coach: Scania or the Authorised Dealer will (subject to the provision of supporting evidence of the incurrence of such third party costs on request) reimburse to the customer its hire costs incurred in respect of a replacement vehicle and/or any down time costs, subject always to the maximum daily rate of £250.

Your responsibilities:

1. Standstill and breakdowns due to accidents, damage, misuse, fire, tampering with electronic control devices, speed limiter interruption, windscreen damage, non-genuine Scania products and items not fitted by Scania (Great Britain) Limited, or an authorised Scania dealer are not covered by the Scania Go Mobility Guarantee.
2. All vehicle breakdowns covered by the Scania Go Mobility Guarantee must be reported to and actioned by Scania Assistance (contactable by phone on 0800 800660).
3. It is the responsibility of the customer to inform Scania Assistance or the repairing authorised dealer that the repair is covered under the Scania Go Mobility Guarantee within the first 24 hours of the vehicle roadside breakdown. Failure to do so may, at our discretion, result in your Scania Go Mobility Guarantee being invalid, or the amount of any reimbursement contribution payable being reduced.
4. The customer is liable for all costs associated with any repair (including vehicle recovery costs and the labour and parts relating to the repair) following an involuntary stop if the breakdown repair is due to an Excluded Repair/Item (as defined below) or if the repair is not covered by the Terms and Conditions of a valid Scania or Authorised Dealer Warranty.
5. The customer shall accept the method of repair, which may occasionally be more expensive in consequence of overtime work (including bank holidays) and the use of replacement units. A temporary repair may have to sometimes be accepted; the repairing dealer will determine the method of repair and if a temporary repair is appropriate or necessary.

Scania Truck Rental phone 01908 210210

\*An involuntary stop is when a vehicle suffers a roadside breakdown in the UK resulting in the vehicle having to be supported or recovered to an authorised Scania dealer, including any “limp home” instructions issued by Scania Assistance. All roadside failures must be actioned by Scania Assistance.

\*\*Similar specification for this purpose includes different fuel types. Scania or the Authorised Dealer will endeavour to provide an electric vehicle as a replacement of an electric vehicle that suffers an involuntary stop, however, due to the limited stock of electric vehicles, this may not be possible. Scania or the Authorised Dealer may provide an internal combustion engine as a replacement of an electric vehicle.

Excluded Repairs/Items not covered by the Scania Go Mobility Guarantee are as follows:

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| Consumables  | Fuel;  Tyres;  Antifreeze, coolant inhibitor, oils and lubricants (top-ups) used between services;  Paintwork; Glassware (unless included in the Schedule).  |
| Bodywork and Ancillary Equipment  | Fitted plant and accessories such as, but not limited to, refrigeration units, tail lifts, power take-off units or any other ancillary equipment;  Repair of bodywork (unless a Scania OEM product).  |
| Repair of Damage  | Repair of damage caused by an accident or by acts or omissions of any third party or of the customer;  Any repair required as a result of any pre-existing condition known to but not disclosed by the customer or of any unauthorised modification;  Repair of damage resulting from faults in, or incorrect fitting of, the body or any other ancillary or additional equipment.  |
| Misuse  | Repairs caused by or arising out of non-compliance with the vehicle’s handbook; Structural repairs or repairs to the chassis necessary as a result of misuse, overloading, chemical contamination or offroad use; Any damage or loss of performance caused as a result of tampering with electronic control devices or speed limiters; Roadside breakdowns, call outs and repairs due to driver or operational issues, e.g. ignored regeneration warnings and misuse (including early blocking of the Diesel Particulate Filter).  |

Publication Date: May 2024