

Your local Volkswagen Commercial Vehicle Retailer:

If you need assistance call: 1800 202 105
24 Hours a day - 365 days a year

www.volkswagenvans.ie

*Terms and conditions apply. Visit www.volkswagenvans.ie for full details.



Commercial
Vehicles

Loyalty Assistance

Our job is to make sure you can do yours.

Here for you, 24 hours a day, 365 days a year.



Commercial
Vehicles



Volkswagen Commercial Vehicles Loyalty Assistance offers owners peace-of-mind motoring throughout Ireland. It has been designed to ensure Volkswagen Commercial Vehicles drivers receive the best possible assistance available in the unlikely event of a breakdown.

This Service is only available to Volkswagen Commercial Vehicles which have successfully passed the CVRT (Commercial Vehicle Roadworthiness Test) through our test program. You will always find help at hand 24 hours a day, 365 days a year by means of a phone call to our dedicated Loyalty Assistance Team.

BENEFITS INCLUDE:

Home, Business and Roadside Assistance

In the event of a mechanical or electrical breakdown causing the immobilisation of your Volkswagen Commercial Vehicle, whether at home or elsewhere in Ireland, Volkswagen Commercial Vehicles Loyalty Assistance will organise and pay the cost of taking the covered vehicle to the nearest Authorised Volkswagen Commercial Vehicle Service Centre should roadside assistance prove unsuccessful.

Period of Cover

Cover is for 1 year from the date your Volkswagen Commercial Vehicle has successfully passed its CVRT (Commercial Vehicle Roadworthiness Test) through our testing program.



Volkswagen Commercial Vehicles Loyalty Assistance provides you with a set of comprehensive benefits.

However, the following exclusions exist:

1. The beneficiary or any third party organising any of the services detailed in this policy without first having authorisation from Volkswagen Commercial Vehicles Loyalty Assistance and having obtained a file number.
2. The covered vehicle being kept in an un-roadworthy condition or not being serviced in accordance with the manufacturer's recommendations.
3. Any costs that would have been payable normally by the beneficiary such as petrol, toll charges or parking and/or motoring fines.
4. Motor racing, rallies, speed or duration tests or practice of thereof.
5. Accident or injury either through voluntary non observance of the laws of the land in which the beneficiary is travelling or the practice of activities not authorised by the local authorities.
6. Damage or injury intentionally caused by the beneficiary or resulting from his/her participation in a criminal act or offence.
7. Loss or damage directly or indirectly occasioned by or happening through or in consequence of war, invasion, acts of foreign enemies, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power, riot or civil commotion.
8. Damage to or loss or destruction of any property or any loss or expense, whatsoever arising therefrom OR any consequential loss or any legal liability or whatsoever nature directly or indirectly caused by or contributed to by or arising from:
 - (1) Ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel.
 - (2) The radioactive toxic explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof.
9. Any claim not immediately resulting from the Breakdown or any claim where assistance has not been organised from inception by Volkswagen Commercial Vehicles Loyalty Assistance.
10. Assistance on a road surface which our assistance vehicle cannot safely attend.
11. Immobilisation occurring in an area to which the Volkswagen Commercial Vehicle Loyalty Assistance has no right of access (e.g. enclosed car park with restricted access).
12. The cost of diesel, oils, spare parts and other materials.
13. A vehicle that has no driver or a representative present on arrival of assistance.
14. Any expenses incurred without prior consent of Volkswagen Commercial Vehicle Loyalty Assistance Service or not expressly provided for in this agreement.
15. Any expenses presented without appropriate and original documents.
16. Any claim not immediately resulting from 'Breakdown'.
17. The benefits provided in this agreement are subject to local availability.
18. A vehicle that has not successfully passed the CVRT (Commercial Vehicle Roadworthiness Test) through our testing program.
19. A vehicle that has not had recommended work carried out through our testing program.



We are Certified and ensure Quality Management.