



MOBILITY SERVICE

IN COOPERATION WITH



+ REPAIR ON THE SPOT OR RECOVERY SERVICE

+ REPLACEMENT VEHICLE*

+ ALSO WHEN ABROAD*

* Certain conditions apply



Your new Husqvarna Motorcycle represents freedom and this should always be the case. We make sure in every situation that you can carry on riding without worrying. Beyond our manufacturer warranty, we offer you the free **Husqvarna Motorcycles MOBILITY SERVICE**. This gives you access to the extensive service network of our mobility partner ARC Europe. This quick, easy service is available to you 24/7, 365 days a year.



More information about this extensive service offer:

www.husqvarna-motorcycles.com/en-gb/service/mobility-service.html

+ SPARE PARTS AND KEY SERVICE

+ HUSQVARNA MOTORCYCLES MOBILITY ROUND-THE-CLOCK SERVICE

+ ACCOMMODATION



WE KEEP YOU RIDING...

IF YOU BREAK DOWN, CALL THE HUSQVARNA MOTORCYCLES ASSISTANCE CENTRE OR MAKE CONTACT DIRECTLY USING THE RIDE HUSQVARNA APP.

Please note that only those services and costs which have been approved by the Husqvarna Motorcycles Assistance Centre will be paid.

CONTACT NUMBERS:

UK OWNERS CALLING FROM UK:

0330 159 0302

UK OWNERS CALLING FROM EUROPE:**

+44 (0)161 451 0857

ALL REP. IRELAND OWNERS:**

00353 1649 7486

** Using this number, which incurs a charge, may result in costs that can vary from country to country.

VALID FROM 1ST MARCH 2023



THE KEY FACTS ABOUT THE HUSQVARNA MOTORCYCLES MOBILITY SERVICE AT A GLANCE

■ COOPERATION PARTNERS

Husqvarna Motorcycles and ARC Europe

■ THE MOBILITY SERVICE APPLIES TO VEHICLES THAT HAVE BEEN PURCHASED OR SERVICED IN THE FOLLOWING COUNTRIES:

Austria, Belgium, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Italy, Republic of Ireland, Latvia, Lithuania, Luxembourg, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom and Northern Ireland (European territories including Gibraltar and Channel Islands, Guernsey, Jersey and Isle of Man).

■ SCOPE (BREAKDOWNS THAT OCCUR IN THE FOLLOWING COUNTRIES):

Albania, Andorra, Belgium, Bosnia and Herzegovina, Bulgaria, Denmark (including the Faroe Islands), Germany, Estonia, Finland, France (European territory and Réunion), Greece, Iceland, Republic of Ireland, Italy, Kosovo, Croatia, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Montenegro, Netherlands, Norway, North Macedonia, Austria, Poland, Portugal, Romania, Russia, San Marino, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Northern Cyprus, Southern Cyprus, Czech Republic, Turkey, Hungary, Vatican City and United Kingdom and Northern Ireland (European territories including Gibraltar and Channel Islands, Guernsey, Jersey and Isle of Man).

■ VALIDITY DURATION

- 12 months' protection free-of-charge as standard with each new vehicle, effective from the date of registration.
- For each service at an authorised Husqvarna Motorcycles dealer, the free-of-charge protection shall be extended until the next service in each case, but for no more than 12 months. The free-of-charge protection applies, subject to the following conditions, from the first service FOR LIFE***!

■ VEHICLES COVERED

Husqvarna Motorcycles vehicles with a 24-month manufacturer warranty which are licensed exclusively for use on public roads.

■ BENEFICIARY

Owner or rider and passenger.

■ SCOPE OF SERVICES

Comprehensive, Europe-wide network of service providers and an emergency call centre (24/7, 365 days a year). Services will be arranged after positive verification of the VIN (Vehicle Identification Number), since the mobility service applies to the vehicle.

SERVICES

■ EVENTS COVERED

Breakdown, vandalism, theft, theft attempt**** and fire.

■ REPAIR ON THE SPOT

■ RECOVERY SERVICE

If the vehicle cannot be repaired on the spot, a recovery service to the nearest authorised Husqvarna Motorcycles dealer (or to the dealer in the owner's home town if this is less than 50 km (30 miles) away) may be used.

■ STORAGE

In the event of a breakdown up to a maximum of two weeks, until redelivery / collection / scrapping.

■ SPARE PARTS

In the event of a breakdown abroad: Shipment of spare parts to an authorised Husqvarna Motorcycles dealer. Shipment costs included; costs of spare parts excluded.

■ SCRAPPING ABROAD

In the case of vandalism, fire, theft or an attempted theft, scrapping will be arranged. Transport to the scrapping location included; customs charges and expert fees excluded.

■ ACCOMMODATION

If the vehicle cannot be repaired on the day on which it was recovered to the authorised Husqvarna Motorcycles dealer, and if the breakdown occurred more than 50 km (30 miles) from where the authorised rider lives, the costs of accommodation for up to 2 people for up to 4 nights in a 3-star hotel including breakfast will be paid.

■ KEY SERVICE

If a key is lost, stolen or broken, the delivery of a spare key to the rider (shipment costs included) or to an authorised Husqvarna Motorcycles dealer will be arranged if this is deemed to be the best solution.

KEEP YOU GOING

■ TRANSFERS

If necessary, we will pay costs of up to €77/breakdown (including VAT) for transport from / to the authorised Husqvarna Motorcycles dealer, car rental, hotel, train station, airport, etc.

■ REPLACEMENT VEHICLE

If the vehicle cannot be repaired on the day on which it was recovered to the authorised Husqvarna Motorcycles dealer, a rental car (max. category B "Economy") will be arranged, including free mileage and standard insurance until the repair work has been completed, but for no more than 4 working days.*****

■ ONWARD JOURNEY

If the vehicle cannot be repaired on the day on which it was recovered to the authorised Husqvarna Motorcycles dealer, the travel expenses (for a maximum of 2 people) from the location of the breakdown to the destination or to the location of the authorised dealer will be covered. Suggested means of transportation:

- Taxi if less than 50 km (30 miles) from destination.
- 1st class train travel if between 50 km (30 miles) and 1,000 km (620 miles) from destination.
- Economy flight if more than 1,000 km (620 miles) from destination.

TRANSPORT SERVICE

■ TRANSPORT OF REPAIRED VEHICLE

The costs of travel to collect the repaired vehicle from the authorised Husqvarna Motorcycles dealer will be paid by the Husqvarna Motorcycles Assistance Centre (means of transportation as set out above). If collection by the rider is not possible, transportation to the rider's home address may be organised. But in this case the Husqvarna Motorcycles Assistance Centre will only refund the costs which would have been incurred if the rider had travelled independently to collect the vehicle. The remaining amount must be paid by the rider themselves. On request, the Husqvarna Motorcycles Assistance Centre will organise the transportation by a transport company or a professional courier service which will be instructed and paid for directly by the rider. As is stated above, some of the costs after transportation will be reimbursed by the Husqvarna Motorcycles Assistance Centre.

This service will only be provided in the event of:

- Breakdown, vandalism, fire (both domestic & abroad).
- Theft attempt (abroad only).

■ TRANSPORT OF UNREPAIRED VEHICLE

If after being recovered to the authorised Husqvarna Motorcycles dealer the vehicle cannot be repaired within 4 working days, the vehicle will be transported to your nearest authorised Husqvarna Motorcycles dealer (multiple transportation).

This service will only be provided in the event of:

- Breakdown, vandalism, fire (both domestic & abroad).
- Theft attempt (abroad only).

GOOD TO KNOW

Only those services which have been approved by the Husqvarna Motorcycles Assistance Centre will be paid. Call the hotline in the event of a breakdown.

■ COMMERCIAL USE

Motorcycles for commercial purposes (e.g., police, driving school, rental motorcycles) benefit from a discounted service package (restricted to on-the-spot repair and recovery).

■ COMBINATION OF BENEFITS

The benefits of a replacement vehicle, accommodation and an onward journey cannot be combined for a single breakdown.

■ EXCLUSIONS

Entitlement to assistance shall not extend to the following scenarios:

- **If the eligible rider did not contact the Husqvarna Motorcycles Assistance Centre directly when the breakdown happened to arrange for assistance.**
- **If the vehicle to which the benefit applies has been ridden to an authorised Husqvarna Motorcycles dealer, i.e., if the vehicle has reached the workshop of its own accord.**
- No reimbursement of services for which no entitlement has been claimed.
- If the breakdown is attributable to force majeure, threat of war, strikes, seizures, government decisions, official bans, piracy, explosions, nuclear or radioactive effects.
- If the breakdown has occurred while taking part in motorsport events or training.
- Trailer or side-car related breakdowns.
- Damage caused following the unusual usage of the vehicle.
- Breakdowns that can be attributed to accidents which happened before calling for assistance.
- Damage caused by a spare part or accessory installed on the vehicle and not authorised by Husqvarna Motorcycles.
- Breakdowns following use by a non-authorised rider or a rider without a driving licence.
- Breakdowns occurring while the motorcycle was being used away from the public road (offroad & race track usage).

*** For single-cylinder vehicles: max. 60,000 km (37,500 miles) or 8 years, whichever occurs first;
for twin-cylinder vehicles: max. 80,000 km (50,000 miles) or 8 years, whichever occurs first
for electric vehicles: max. 30,000 km (18,750 miles) or 8 years, whichever occurs first
(stand-up scooter is excluded)

**** Theft and theft attempt covered if the breakdown occurs abroad

***** The General Terms and Conditions of the vehicle rental company apply

YOUR AUTHORISED HUSQVARNA MOTORCYCLES DEALER:

VALIDITY DURATION:

