



# MOBILITY SERVICE

IN COOPERATION WITH



**+ ROADSIDE REPAIR OR RECOVERY SERVICE**

**+ REPLACEMENT VEHICLE\***

**+ ALSO WHEN ABROAD\***

\* Certain conditions apply



Your new Husqvarna Motorcycles bike represents freedom, which should never be lost. In every situation, we ensure you can continue your ride worry-free. On top of our manufacturer's 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 fast and hassle-free service is available to you 24 hours a day, seven days a week, and 365 days a year.



More information about this extensive service offer:

[www.husqvarna-motorcycles.com/en-gb/service/mobility-service.html](http://www.husqvarna-motorcycles.com/en-gb/service/mobility-service.html)

**+ SPARE PARTS AND KEY SERVICE**

**+ HUSQVARNA MOTORCYCLES ROUND-THE-CLOCK MOBILITY SERVICE**

**+ ACCOMMODATION**



## WE KEEP YOU RIDING...

IN THE EVENT OF A BREAKDOWN, CALL THE HUSQVARNA MOTORCYCLES ASSISTANCE CENTRE HOTLINE OR CONTACT THEM DIRECTLY VIA THE RIDE HUSQVARNA MOTORCYCLES APP!

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

### CONTACT NUMBERS:

UK OWNERS CALLING FROM UK:

**0330 159 0302**

UK OWNERS CALLING FROM EUROPE:\*\*

**+44 (0)1327 640390**

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 1<sup>ST</sup> JANUARY 2024**



## 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).

### ■ PERIOD OF VALIDITY

- 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, but for no more than 12 months. Following the first service, the mobility service offers LIFETIME\*\*\* free-of-charge protection coverage, provided the above conditions are met.

### ■ VEHICLES COVERED

Husqvarna Motorcycles that are approved for use on public roads only.

### ■ 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, attempt theft\*\*\*\* accident and fire.

### ■ ROADSIDE REPAIRS

### ■ 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.

### ■ SAFEKEEPING

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, attempted theft or theft, scrapping will be arranged. Transport to the scrapping location included; customs charges and expert appraisal costs 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 the authorised rider's residence, the accommodation costs for no more than 2 people for up to 4 nights in a 3-star hotel including breakfast will be covered.

### ■ KEY SERVICE

In the event of a lost/stolen/broken ignition key, delivery of a spare key to the rider (shipping costs included) or to an authorised Husqvarna Motorcycles dealer will be arranged if this is deemed the most suitable solution.

## KEEP YOU GOING

### ■ TRANSFERS

If required, we will cover the costs up to €77/£68 per breakdown (VAT included) for transport from or to the authorised Husqvarna Motorcycles dealer, rental car company, hotel, railway station, airport, etc.

### ■ REPLACEMENT VEHICLE

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

### ■ ONWARD JOURNEY

If the vehicle cannot be repaired on the day 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.

Recommended 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 mile) from destination.

## TRANSPORT SERVICE

### ■ TRANSPORT OF REPAIRED VEHICLE

The travel costs incurred in order to collect the repaired vehicle from the authorised Husqvarna Motorcycles dealer will be covered by the Husqvarna Motorcycles Assistance Centre (means of transport as above). If collection by the rider is not possible, transport of the motorcycle to the rider's home address may be requested. However, in this event, the Husqvarna Motorcycles Assistance Centre will only reimburse the costs that would have been incurred if the rider had undertaken a separate journey to collect the vehicle. The remaining sum must be borne by the rider. On request, the Husqvarna Motorcycles Assistance Centre will arrange for transport by a transport company or a professional delivery service, which will be hired and paid for directly by the rider. As set out above, the Husqvarna Motorcycles Assistance Centre will reimburse some of these costs once the transport has been performed

This service will only be provided in the event of:

- Breakdown, vandalism, fire (both domestic & abroad).
- Attempted theft (abroad only).

### ■ TRANSPORT OF UNREPAIRED VEHICLE

If the vehicle cannot be repaired within 4 working days after being towed to an authorised Husqvarna Motorcycles dealer, the vehicle will be transported to an authorised Husqvarna Motorcycles dealer near you (multiple transport).

This service will only be provided in the event of:

- Breakdown, vandalism, fire (both domestic & abroad).
- Attempted theft (abroad only).

## GOOD TO KNOW

**Payment will only be made for those services that are authorised by the Husqvarna Motorcycles Assistance Centre. Call the hotline in the event of a breakdown.**

### ■ COMMERCIAL USE

Motorcycles used for commercial purposes (such as the police, driving schools, rental bikes) will benefit from a reduced service package (limited to roadside repairs and towing).

### ■ COMBINATION OF BENEFITS

The provision of a replacement vehicle, accommodation and onward travel cannot be claimed in combination for a single breakdown.

### ■ EXCLUSIONS

Entitlement to assistance shall not extend to the following scenarios:

- **If the authorised rider did not immediately contact the Husqvarna Motorcycles Assistance Centre at the time of the breakdown to arrange for assistance**
- No reimbursement for services for which no claim was made
- If the breakdown is due to force majeure, war risk, strikes, seizures, government decisions, official prohibitions, piracy, explosions, nuclear or radioactive effects
- If the breakdown occurred during participation in motor sport events or training sessions
- Breakdowns related to trailers or sidecars
- Damage caused by unusual use of the vehicle
- Damage caused by a spare part or accessory fitted to the vehicle that is not an authorised Husqvarna Motorcycles spare part or accessory
- Breakdowns arising while the motorcycle is used by an unauthorised rider or a rider without a driving licence
- Breakdowns that are not on public roads (offroad use)

\*\*\* 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:

PERIOD OF VALIDITY: