



MOBILITY SERVICE EN

In collaboration with **ARC europe**



ROADSIDE REPAIR OR
RECOVERY SERVICE

REPLACEMENT VEHICLE*

INCLUDING ABROAD*

* Specific conditions apply



Your new MV Agusta represents freedom and this should always remain the case. In every situation, we ensure you can continue your ride worry-free. On top of our manufacturer warranty, we offer you the free **MV Agusta 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.



Further information regarding this comprehensive service is available at

www.mvagusta.com/roadside-assistance.

SPARE PARTS AND
KEY SERVICE

MV AGUSTA MOBILITY
24/7 SERVICE

ACCOMMODATION



WE KEEP
YOU RIDING...

**CALL THE MV AGUSTA ASSISTANCE CENTRE HOTLINE
IN THE EVENT OF A BREAKDOWN**

Please note that only services and costs that have been approved by the MV Agusta Assistance Centre can be covered

SERVICE NUMBERS VALID FROM 1 JANUARY 2024:

DOMESTIC:

INTERNATIONAL:**

Customers from
UK & Northern Ireland
Customers from
Republic of Ireland

0330 159 0302

+44 (0)1327 640390

00353 1 649 7486

00353 1 649 7486

** Calls to this number can incur costs, which may vary from country to country.

MV AGUSTA MOBILITY SERVICE – KEY FACTS AT A GLANCE

COOPERATION PARTNERS:

MV Agusta and ARC Europe

THE MOBILITY SERVICE IS VALID FOR VEHICLES THAT HAVE BEEN PURCHASED OR SERVICED IN THE FOLLOWING COUNTRIES:

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

PERIOD OF VALIDITY

12 months' protection free of charge as standard with each new vehicle, effective from the date of registration. With each service at an authorised MV Agusta dealer, the free protection is 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

MV Agusta vehicles 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), as the mobility service applies to the vehicle.

/ SERVICES

EVENTS COVERED

Breakdown, vandalism, theft, attempted theft**** accident and fire.

REPAIR ON THE SPOT

RECOVERY SERVICE

If the vehicle cannot be repaired on the spot, a towing service to the nearest authorised MV Agusta 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

Up to a maximum of 2 weeks in the event of a breakdown, until redelivery/collection/scrapping.

SPARE PARTS

In the event of a breakdown abroad: Shipping of spare parts to the authorised MV Agusta dealer. Shipment costs included; costs of spare parts excluded.

SCRAPPING ABROAD

In the event of vandalism, fire, attempted theft or theft, scrapping will be arranged. Transport to scrapping site included; customs fees and expert appraisal costs excluded.

ACCOMMODATION

If the vehicle cannot be repaired on the day it was towed to an authorised MV Agusta 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 incl. 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 MV Agusta dealer will be arranged if this is deemed the most suitable solution.

/ WE KEEP YOU RIDING

TRANSFERS

If required, we will cover the costs up to €77/£68 per breakdown (VAT included) for transport from or to the authorised MV Agusta 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 MV Agusta 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 towed to an authorised MV Agusta dealer, the travel costs (for no more than 2 people) from the location of the breakdown to your destination or to the authorised dealer's location will be covered. Recommended means of transport:

- 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-class flight if more than 1,000 km (620 miles) from destination

/ TRANSPORT SERVICE

TRANSPORT OF REPAIRED VEHICLE

The travel costs incurred in order to collect the repaired vehicle from the authorised MV Agusta dealer will be covered by the MV Agusta 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 MV Agusta 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 MV Agusta 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 MV Agusta Assistance Centre will reimburse some of these costs once the transport has been performed. This service will only be provided in the following cases:

- Breakdown, vandalism, fire (both domestic and 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 MV Agusta dealer, the vehicle will be transported to an authorised MV Agusta dealer near you (multiple transport). This service will only be provided in the following cases:

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

/ GOOD TO KNOW

Payment will only be made for those services that are authorised by the MV Agusta 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

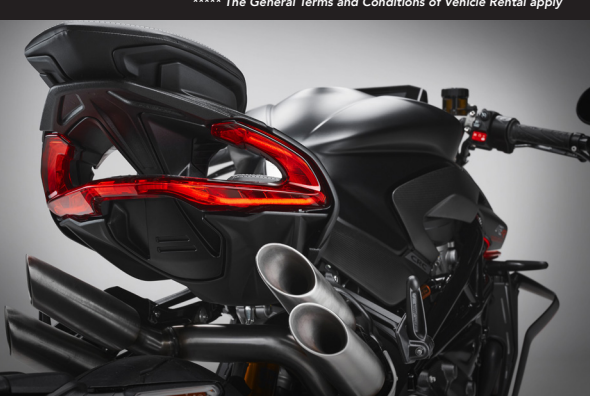
Entitlement to assistance shall not extend to the following scenarios:

- If the authorised rider did not immediately contact the MV Agusta 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 MV Agusta 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 3-/4-cylinder vehicles: max. 80,000 km (50,000 miles) or 8 years, whichever occurs first

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

***** The General Terms and Conditions of Vehicle Rental apply



YOUR AUTHORISED
MV AGUSTA DEALER:

DURATION OF VALIDITY:

