



Motorcycle Art  
SINCE 1948

# MOBILITY SERVICE

EN

In collaboration with

ARC  
europe



REPAIR ON SITE OR  
MOBILITY 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](http://www.mvagusta.com/roadside-assistance).

SPARE PARTS AND  
KEY SERVICE

MV AGUSTA MOBILITY  
TWENTY-FOUR-SEVEN 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 JUNE 2023:**

	DOMESTIC:	INTERNATIONAL:**
Customers from UK & Northern Ireland	0330 159 0302	+44 (0)161 451 0857
Customers from Republic of Ireland	00353 1 649 7486	00353 1 649 7486

\*\* Using this toll 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 OF APPLICATION (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).

## VALIDITY DURATION

- 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 mobility service is extended free of charge until the next service or for a maximum of 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 homologated 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), as the mobility service applies to the vehicle.

## SERVICES

### EVENTS COVERED

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

### REPAIR ON THE SPOT

### RECOVERY SERVICE

If the vehicle cannot be repaired on site, a recovery service can be used to take you to the closest authorised MV Agusta dealer (or to a dealer in your home town if this is less than 50 km (30 miles) away).

### STORAGE

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

### SPARE PARTS

In the event of a breakdown abroad: Shipping of spare parts to the authorised MV Agusta dealer.

### SCRAPPING ABROAD

Scrapping is organised in the event of vandalism, fire, an attempted theft to steal or theft. Includes transport to the scrapping site; customs fees and costs of expert assessor are excluded.

### ACCOMMODATION

If repair of the vehicle is not possible on the same day it was towed to the authorised MV Agusta dealer, and if the breakdown occurred more than 50 km (30 miles) from the place of residence of the authorised rider, accommodation costs are covered for max. 2 persons for up to 4 nights in a 3-star category hotel incl. breakfast.

### KEY SERVICE

In the case of a lost/stolen/snapped key, delivery of a spare key to the rider (shipping costs included) or to an authorised MV Agusta dealer is organised if this is deemed the best solution.

## WE KEEP YOU RIDING

### TRANSFERS

If necessary, we will cover the cost of up to €77 (GBP 68) per breakdown (VAT included) for transport from/to the authorised MV Agusta dealer, rental car agency, hotel, railway station, airport, etc.

### REPLACEMENT VEHICLE

If repair of the vehicle is not possible on the same day it was towed to the authorised MV Agusta dealer, a rental car will be organised (max. category B "Economy"), including free kilometres and standard insurance through to completion of the repair work, for a maximum, however, of 4 working days.\*\*\*\*\*

### ONWARD JOURNEY

If repair of the vehicle is not possible on the same day of towing to the authorised MV Agusta dealer, costs of the journey (for max. 2 persons) will be covered from the place of the breakdown to the destination or alternatively to the authorised rider's place of residence. 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-class flight if more than 1,000 km (620 miles) from destination

## TRANSPORT SERVICE

### TRANSPORT OF REPAIRED VEHICLE

The travel costs incurred for picking up the repaired vehicle from the authorised MV Agusta dealer will be covered by the MV Agusta Assistance Centre (means of transport as stated above). If pickup by the rider is not possible, then transport to the home address can be ordered. Also in this case, however, the MV Agusta Assistance Centre will reimburse only those costs which would have been incurred had the driver traveled independently to pick up the vehicle. The remaining amount must be paid by the rider themselves. Upon request, the MV Agusta Assistance Centre will organise transport by a transport company or professional delivery service which is hired and paid for directly by the rider. As explained above, costs following transport shall be partially reimbursed by the MV Agusta Assistance Centre. This service will only be provided in the event of:

- Breakdown, vandalism, fire (both domestic and abroad)
- Attempt to steal (abroad only)

### TRANSPORT OF UNREPAIRED VEHICLE

If, after being towed to the authorised MV Agusta dealer, the vehicle cannot be repaired within 4 working days, the vehicle will be transported to an authorised MV Agusta dealer near you (multiple transport). This service is only performed in the following cases:

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

## GOOD TO KNOW

**Only services approved by the MV Agusta Assistance Centre are paid for. 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 reduced service package (limited to on-site repair and towing).

### COMBINATION OF BENEFITS

The provision of a replacement vehicle, accommodation and continuation of the journey cannot be used in combination for an individual accident.

### EXCLUSIONS

Entitlement to assistance shall not extend to the following scenarios:

- If the authorised rider did not immediately contact the MV Agusta Assistance Centre when the breakdown occurred to organise assistance services
- If the vehicle to which the entitlement to assistance applies has been ridden to an authorised MV Agusta dealer, i.e. if the vehicle has reached the workshop under its own power
- No reimbursement of services for which no claim was made
- If the breakdown was the result of force majeure, threat of war, strikes, seizure, government decisions, official prohibitions, piracy, explosions, nuclear or radioactive effects
- If the breakdown occurred while participating in motorsports events or training
- Trailer or side-car related breakdowns
- Damage caused following the unusual usage of the vehicle
- Breakdowns are the result of accidents which occurred before the assistance call
- Damage caused by a spare part or accessory installed on the vehicle and not authorised by MV Agusta
- Breakdowns resulting from use by a non-authorised rider or a rider without a driving license
- Breakdowns occurring away from the public road (offroad usage)

\*\*\* 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:

### VALIDITY DURATION:



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