

RESCUE MY RV, LLC

Roadside Assistance Customer Agreement



1. Definitions

- **RMRV:** Rescue My RV, the roadside assistance company providing services under this contract.
- **Member:** The individual or entity who has subscribed to RMRV's roadside assistance services.
- **RV:** Recreational Vehicle, including motorhomes, campervans, trailers, and other similar vehicles.

2. Services Provided

RMRV agrees to provide the following roadside assistance services to the Member's RV:

- **Towing:** In the event of a mechanical breakdown or accident, RMRV will arrange for the towing of the Member's RV to the nearest qualified repair facility within RMRV's network of towing and repair partners.
- **Windshield Repair/Replacement –** Service call covered in full. Windshield replacement cost will be reimbursed to Member within 30 days of claim.
- **Tire Assistance:** Service call covered in full. Member pays for the cost of a new tire. Member receives tires at 10% discount off national account pricing.
- **Battery Jump Start Service/Fuel and Fluids –** If a Battery failure occurs, a jump-start will be given to start the vehicle. Up to 5 gallons of fuel and/or fluids (Member pays for fuel and/or fluids) will be provided to the Member.
- **Lockout Service:** Assistance with gaining entry to the RV in case of a lockout. Replacement Fob cost will be reimbursed to the Member within 30 days of claim.
- **Extrication Service –** If stuck in a ditch or other inaccessible area, assistance will be provided if the location is within fifty feet of a paved road or highway.

** See Terms and Conditions for details.

3. Claims Process

- The Member agrees to notify RMRV promptly in the event of needing roadside assistance.
- Claims for towing services and associated services provided by RMRV's network of towing partners will be reimbursed to the Member within 30 days of submitting a scanned copy or a photograph of the towing invoice via email to admin@rescuemyrv.com. Qualified towing charges incurred through RMRV's network of towing partners will be reimbursed to the Member within 30 days following successful confirmation of charges.
- Claims for towing services and associated services provided by RMRV's network of towing partners will be processed within 30 days of filing the claim.

4. Limitations and Exclusions

- RMRV's services are limited to the services specified in Section 2 and are subject to the terms and conditions outlined in this contract and Terms and Conditions.
- RMRV is not liable for any damages or losses incurred as a result of delays in service provision or failures of third-party service providers.
- All claims submitted by the Member arising from the use of services provided by any provider outside of the RMRV provider network will be ineligible for reimbursement.

5. Fees and Payments

The Member agrees to pay the term subscription fee for RMRV's roadside assistance services, as specified in the membership agreement.

All vehicle towing services and associated services provided by RMRV's network of towing partners will be paid to the Member within 30 days of filing the claim.

6. Termination

Either party may terminate this contract with 30 days written notice to the other party.

In the event of termination, any prepaid fees will be prorated and refunded to the Member.

7. Governing Law

This contract shall be governed by and construed in accordance with the laws of Kentucky without regard to its conflict of law provisions.

8. Entire Agreement

This contract constitutes the entire agreement between the parties regarding the subject matter hereof and supersedes all prior agreements and understandings, whether written or oral.

X

Member Signature

X

RMRV Authorized Representative

NEW MEMBER INFORMATION SHEET

Member's Full Name:			
Spouse's Full Name:			
Street Address:			
City/State:			
Telephone (Home):		Cell:	
Emergency Contacts			
Name:		Relationship:	
Telephone:			
Name:		Relationship:	
Telephone:			

Roadside Assistance Term of Contract			
# of Years:		Total Price:	
Member Signature:			
Date of Activation:			

By signing this Business Agreement, Member ("you") acknowledges that Member has had an opportunity to read and review the terms and conditions of this Business Agreement, and all RMRV terms and conditions applicable to the services that are referenced herein, including our Business Terms and Conditions, our Acceptable Use and Privacy Policy ("AUPP"), and any other terms and conditions that govern the services specifically included in this Business Agreement (all such documents relating to Customer's Services are collectively the "Agreement"). Customer agrees to abide by the Agreement's terms and conditions as amended or updated from time to time.

FOR OFFICE USE ONLY

Make:		Model:		Year:	
Length:		Height:		Weight:	
Mileage:		Lien Holder:			
Additional Notes:					