

## RESPONSE TERMS AND CONDITIONS

**This is your agreement with us for the RESPONSE services we offer**  
**The Response service is also subject to Tracker's standard terms and conditions of service**

### Getting to know your Tracker Response:

- Tracker Response enables Tracker to be your first responder in the event of an accident, providing peace of mind that you and your family are cared for in the moments when your trip takes an unexpected turn.
- It is important to note that Tracker Response is there for your assistance in the event of an accident, and not for roadside assistance in the event of a break-down.
- For your own safety and peace of mind, please ensure that your unit is always in working order. You can do this by using your Tracker App and checking the status of your unit. If your unit is not working, please contact us at 0860 60 50 40 or take your vehicle to the nearest Tracker appointed Fitment Centre.
- Tracker Response has a built-in notification system that gets activated in the event of an impact. This will enable Tracker to contact you to confirm whether you are okay. Should you require accident assistance, Tracker will dispatch the required services to your location.
- Please note that this service excludes the location of your vehicle if it has been stolen. If you require this service, please contact 0860 60 50 40 to enquire about the Tracker Care, Protect or Recover services.
- Your Tracker Response unit will be installed on your vehicle's battery and as a result should not be exposed to high water pressure as this may damage the unit and could void your warranty.
- If your vehicle's battery needs replacement, please ensure that the unit is removed carefully by the battery centre technician and reinstalled onto your new battery by an accredited Tracker Fitment Centre to ensure that your services remain uninterrupted and to ensure that your warranty remains valid. The cost of reinstalling the unit would be for your own account.
- The Tracker Response unit (in conjunction with a set of complex algorithms) enables Tracker to establish the indicative severity of an impact,
- Please note that should you choose to personally reinstall your unit or it is not done by an accredited Tracker Fitment Centre, then the unit may not function properly, which means that Tracker may not be notified when you are in an accident.
- Tracker will provide you with accident assistance anywhere in South Africa if you are a Tracker Response customer. When required, Tracker will dispatch an ambulance for injured parties to be transported to the closest appropriate medical facility within a 50km radius of the incident. Transportation exceeding the 50km radius will be for your own account.
- Tracker will also tow your vehicle to the nearest place of safekeeping or the most appropriate place of repair within a 50km radius of the incident. Towing exceeding the 50km radius will be for your own account.
- You are entitled to three accident assist events per annum. The costs related to any further events will be for your own account.
- Tracker Response includes:
  - Location based tracking
  - Trip logbook
  - Licence reminders
  - App access
  - Accident assistance
  - Impact detection
  - Log vehicle expenses

You use the Tracker Response service knowing and accepting these terms and conditions.