

TRAILER ROADSIDE PROGRAM



Mobile Mechanic

When your trailer has a mechanical breakdown, a mechanic can be called to your roadside location.



Flat Tire Assistance

When your trailer has a roadside flat tire, we can get you flat tire assistance for the removal and replacement with a mounted spare tire located with the trailer.



Tire Replacement Assistance

When your trailer has a flat tire, a replacement tire can be delivered to your roadside location.



Roadside[®]
MASTERS.COM

MEMBERSHIP HANDBOOK

This Emergency Roadside Assistance Membership Program is brought to you by RoadsideMASTERS.com and its affiliates. This handbook outlines the contract between RoadsideMASTERS.com and its registered Members.

Trailer Roadside Program Membership Handbook

Your guide to all benefits and services provided by RoadsideMASTERS.com through your purchase of the Trailer Roadside Program.

Member Privileges

This **Trailer Roadside Program** is brought to you through Roadside Transportation LLC., d/b/a RoadsideMASTERS.com and its affiliates. As a member, you are entitled to five (5) trailer tire assistance (either **“Flat Tire Assistance”** or **“Tire Replacement Assistance”**) and five (5) **“Trailer Mobile Mechanic Service”** per contract, of the full Trailer Roadside Program. For a total of ten (10) Emergency Roadside assistance events per year. Services and benefits are described below immediately upon activation. **Services must be used within one year of activation. Each membership contract purchased expires after one (1) year and cannot be transferred after expiration.**

Service is available 24 hours a day, every day of the year in the United States and Canada. You will not be required to pay any sum for any covered services up to the benefit limits listed below. Service must be a covered benefit under the terms and conditions of this contract and is available **ONLY** for the trailer (herein after referred to as “Covered Trailer”).

1. The 24-hour roadside assistance services for the **Trailer Roadside Program** are available to you at no cost per occurrence for covered emergencies as defined in this document. You are responsible for any non-covered expenses.
2. Your 24-hour roadside assistance services for the **Trailer Roadside Program**, activates upon purchase unless your membership card says differently. Service will continue for the period you have selected and paid for, unless cancelled.
3. Your Membership Card is issued within your account at <https://www.roadsidemasters.com/memberlogin/>. This card is invalid if the policy for which it was issued lapses or is terminated. Login to your account to print your Membership Card.
4. If you have lost your Membership Card and need to download and print a new copy or need to update your information, you can do so by logging into your account at <https://www.roadsidemasters.com/memberlogin/>.
5. If you need to update your information, please login to your membership account at <http://www.roadsidemasters.com/memberlogin/>. **Allow up to 7 business days for changes to take effect. Membership service will not be available at that time. Be sure you have the correct information listed on your membership account or you will not be eligible for coverage service.** At the conclusion of any changes you make to your membership account, you will be sent an email confirmation immediately with the new activation date of your membership. Please make sure to retain a copy of the email sent for your records. If you have any questions, contact RoadsideMASTERS.com Membership Department at 1-800-395-4908 or email membership@roadsidemasters.com and we will assist you. The Member Area (Login Portal) is also located on the top right of the RoadsideMASTERS.com website.
6. All benefits and services are provided by Roadside Transportation LLC., d/b/a RoadsideMASTERS.com, administrative offices at 2665 South Bayshore Drive, Suite 220, Coconut Grove, FL 33133. Referred to as “RoadsideMASTERS.com” throughout these Terms and Conditions.
7. **You must FIRST contact RoadsideMASTERS.com for authorization to obtain services independently of the program. THIS IS NOT A ROADSIDE ASSISTANCE REIMBURSEMENT PROGRAM, NOR A MAINTENANCE PROGRAM OR WARRANTY PROGRAM AND SHOULD BE TREATED ACCORDINGLY.**
8. You have the right to file a compliment or complaint by submitting a written letter to RoadsideMASTERS.com’s Customer Care Department, contacting a representative by calling 1-800-395-4908, or e-mailing to membership@roadsidemasters.com.
9. Cancellation, Suspension and Refund terms are located at the bottom of this document (**C. CANCELLATION** and **D. SUSPENSION**).
10. The information you provide for order processing (phone number, email and address), may be used to send you information and updates pertaining to your order, in addition to receiving occasional company news, updates, related product or service information, etc. As a member of RoadsideMASTERS.com you agree to receive the listed information. You can choose to opt out any time by using the various methods of unsubscribing located within the email or text message we send you. For more information regarding the use of your information visit this link: <https://www.roadsidemasters.com/privacy-policy.php>.

All the services provided are described herein and are applicable throughout the United States and Canada. However, we do wish to inform you that this is an emergency roadside assistance for the **Trailer Roadside Program**; it does not replace your vehicle and trailer insurance coverage.

RoadsideMASTERS.com Dispatch Service

A. TRAILER ROADSIDE PROGRAM, 24-HOUR ROADSIDE SERVICE – Just call the **TOLL-FREE** Number, **1-800-395- 4908**, or use the proprietary RoadsideMASTERS.com App, a fully featured roadside service tool for members, and a service vehicle will be dispatched to your assistance. **Important:** You must be with your Covered Trailer when the service provider arrives unless it is unsafe to remain with the Covered Trailer. **Service is not available for unattended Trailers.** When calling for dispatch service and it is no longer required after calling for service, you must contact RoadsideMASTERS.com at **1-800-395-4908** immediately within the first twenty (20) minutes to cancel the dispatch request or you may be subjected to a “Gone On Arrival” Fee (GOA Fee see **D. Suspension**). Service provided must be a covered benefit under the terms and conditions described in this agreement. **Note:** 24-Hour Emergency Roadside Assistance Service is designed to assist members whose Covered Trailers are fully disabled (unable to move the Trailer) as a result of unavoidable circumstances. It is not intended to be a substitute for Trailer maintenance. Covered services may not be requested from a residence, dealer, repair facility, a towing company or casino. Nor is a covered service available if the Covered Trailer is broken down next to, or adjacent to, a residence, dealer, a truck stop with on-site repair facility, or a repair facility. **Excessive claims for services will result in cancellation and possibly non-renewal of the membership. Excessive use is defined as more than seven (7) services within a three-month period.**

To Receive the Fastest Service Possible, please use the RoadsideMASTERS.com App, or have the following information ready to give the Roadside Assistance Coordinator:

1. Your name and membership number
2. Phone number you are calling from
3. Covered Trailer description
4. A text message will be sent to you from dispatch to your cell phone or tablet, **please make sure your location sharing is turned on** so we can access your exact co-ordinates using our proprietary GPS technology to get you the fastest service possible.
5. Nature of disablement (flat tire, tire replacement assistance, or mobile mechanic).

B. The following are covered benefits, subject to the per occurrence limitation noted. You will only have to pay for any costs in excess of the per occurrence limit plus any non-covered costs. Only one disablement during (7) day period per benefit will be accepted. Up to five (5) events will be allowed for the Trailer Tire Assistance benefits (either “Flat Tire Assistance” or “Tire Replacement Assistance”), and five (5) events for the “Trailer Mobile Mechanic Service” benefit, per contract. For a total of ten (10) Emergency Roadside Assistance events a year per contract.

Covered Benefits:

- (1) **Flat Tire Assistance** – Service consists of the removal of the flat tire for the Covered Trailer, and its replacement with the mounted spare tire located with the Covered Trailer, up to \$150 per occurrence.
- (2) **Tire Replacement Assistance** – When a replacement tire is needed for the Covered Trailer the cost of the service call to deliver a replacement tire to the disablement site will be covered up to \$100 per occurrence. Coverage does not cover cost of the tire and its installation.
- (3) **Trailer Mobile Mechanic Service** – Mobile Mechanic Service is available for the Covered Trailer, if the disablement can be resolved roadside, we cover the service call up to a maximum of \$100 per occurrence. You must pay for any mileage, parts, and labor.

IMPORTANT: Since all Authorized Service Providers are independent contractors and not agents or employees of RoadsideMASTERS.com, RoadsideMASTERS.com can assume no liability for any damage to your vehicle and trailer resulting from the rendering of service or for personal items left in the vehicle and trailer. Any claims for personal injury or damage to the property of a member must be filed against the servicing facility. RoadsideMASTERS.com will be held harmless from any liability arising from your servicing.

The following items are not included as part of the benefits:

1. Pre-existing conditions prior to membership activation and /or while membership is suspended. An ongoing condition in which service was already provided for, or prior disablement work done on a Covered Trailer not done correctly that resulted in a breakdown. (Note, this is not a maintenance program and should not be treated as such).
2. Service to a Covered Trailer that failed DOT inspections. (Note, this is not a maintenance program and should not be treated as such).
3. Motorcycles and automobiles.
4. Service to a vehicle and its trailer with expired safety inspection sticker(s), license plate sticker(s), and/or emission sticker(s) where required by law.
5. Service to a vehicle and trailer located at storage facilities.
6. Tire repair.
7. Any and all taxes, fines or tolls.
8. Shoveling snow from around a vehicle and its trailer.
9. Service when a vehicle and its trailer is snowbound in unplowed areas such as snowbanks, snowbound driveways, or curbside parking.
10. Damage or disablement due to flood, fire, negligence, or vandalism.
11. Work performed at a service station, garage or repair shop.
12. Service on a Covered Trailer that is not in a safe condition to be serviced or that may result in damage to the vehicle and trailer if serviced.
13. Service on a turnpike where only state service providers are authorized to operate.
14. Any service as a result of a collision or accident.
15. Service on roads not regularly maintained, such as sand beaches, open fields, forests, and areas designated as not passable due to construction, etc.
16. Service at the direction of a law enforcement officer relating to traffic obstruction, impoundment, abandonment, illegal parking, or other violations of law.
17. Service for the purpose of disposal (e.g., salvage facility).
18. Transportation of the member to the Covered Trailer for service or from the Covered Trailer to another destination after service has been rendered.
19. Requesting covered services from a residence, dealer, a repair facility, towing company, or casino.
20. Requesting covered services if the Covered Trailer is broken down next to, or adjacent to, a residence, dealer, truck stop with on-site repair facility or repair facility.
21. In the event of roadside assistance emergencies resulting from the use of intoxicants or narcotics, or the use of the Covered Trailer(s) in the commission of a felony.
22. Service by other than a licensed service station or garage; Covered Trailer storage charges.
23. Service while at scales
24. Repeated service calls for a Covered Trailer in need of routine maintenance.
25. Excessive claims for covered services. (This will result in cancellation and possibly the non-renewal of membership). Excessive use is defined as using more than seven (7) services within a three-month period. Any request for service is considered a claim.
26. More than one disablement during any seven-day period.
27. Services received independently from RoadsideMASTERS.com without prior authorization from RoadsideMASTERS.com.
28. Flat Tire Assistance that exceeds the benefit limit of \$150.

*****THIS IS NOT A ROADSIDE ASSISTANCE REIMBURSEMENT PROGRAM*****

Cancellation, Suspension, Refund and Membership Information Update:

C. CANCELLATION – As a member, you have the right to cancel your membership at any time. You may cancel this membership within fifteen (15) days for a full refund of the amount paid by contacting RoadsideMASTERS.com. Your request for cancellation must be submitted in writing to the RoadsideMASTERS.com office address or email to membership@roadsidemasters.com. No refunds will be issued after the first fifteen (15) days, and no refund will be due should the cost of claims paid out exceed the membership fee. All cancellation requests must be submitted in writing to RoadsideMASTERS.com and signed by the member. If you choose to make the cancellation request via email, please include your Full Name, Address, Telephone Number, current membership number in the email.

D. SUSPENSION – When calling for dispatch service and it is no longer required after calling for service, you must contact RoadsideMASTERS.com at **1-800-395-4908** immediately within the first twenty (20) minutes to cancel the dispatch request. Any member who requests service and leaves prior to notifying the dispatcher will be immediately suspended or cancelled until full restitution is made to RoadsideMASTERS.com for the cost of the GOA (gone on arrival fee, charged by vendor).

E. CHANGE OF ADDRESS OR CONTACT INFORMATION – If there are changes to your personal information, including name, address, telephone number, please login to your membership account at <https://www.roadsidemasters.com/memberlogin/> to make the changes yourself. **Allow up to seven (7) business days for changes to take effect. Membership service will continue to be available during this seven (7) day period through your membership number. You must provide your membership number to the dispatcher when calling for service.** If you have any questions, contact RoadsideMASTERS.com Membership Department at 1-800-395-4908 or email membership@roadsidemasters.com and we will assist you.

RoadsideMASTERS.com **OFFICE ADDRESS:** 2665 South Bayshore Drive | Suite 220 | Coconut Grove, FL 33133

CONTACT INFORMATION

MEMBERSHIP RELATED INQUIRIES CONTACT
ROADSIDEMASTERS.COM
1-800-395-4908
membership@roadsidemasters.com

EMERGENCY ROADSIDE ASSISTANCE CONTACT
ROADSIDEMASTERS.COM

Dispatch Service: 1-800-395-4908 (24 hours a day)