

DEAR CLIENT,

FERRARI has the pleasure to inform you that the “**ROAD-SIDE ASSISTANCE AND RECOVERY SERVICE**” initiative offers you a number of exclusive services in addition to standard services provided under guarantee.

FERRARI would like to thank you for having chosen one of its cars. Please read this booklet carefully to understand the various aspects and modalities for using this initiative. We recommend keeping the booklet in your car.

The request for assistance must reach the Assistance Centre with territorial responsibility in the Country where the vehicle is registered, open **24 hours a day, 365 days a year**.

The Customer, as indicated in the following table, must provide the following information:

1. The type of assistance required;
2. Name and Surname;
3. License plate number of the vehicle;
4. Chassis number;
5. Address of the place where the vehicle is to be found
6. A telephone contact number, which the Assistance Centre will use to contact the Customer during the course of the assistance.

In order to provide the services described in the Contract, the Assistance Centre must effect the transfer of Customer information, and as such requires the consent of the Customer in accordance with D. Lgs. 196/03 (Codice Privacy).

As a consequence of contacting or having contacted the Assistance Centre, the Customer freely consents to the use of his ordinary and sensitive personal information as indicated in the Notice on the Use of private information appended on page 33.

ENGLISH

Customer

The Customer is the owner and/or driver of the **FERRARI** vehicle, as well as passengers travelling on board the said vehicle.

Assistance Centres

The active infrastructure found in Italy, France, Germany, the United Kingdom, Belgium, Spain, Greece, Portugal, the Czech Republic, Switzerland, Austria and Hungary is made up of: doctors, technicians, and operators, available 24 hours a day, all year round, who, due to the special agreement with **Europ Assistance Service S.p.A.**, can always be reached by telephone by the Customer to organise and provide the Services described in this manual.

Contracting Party

FERRARI S.p.A.
Via Abetone Inferiore 4
41035 Maranello
Modena – Italia

who signs the Contract on behalf of third parties and assumes as such the relative burdens.

Start and duration of Service

The service is effective from 0:00 a.m. to 12:00 p.m. on the expiry date specified on the Guarantee Card or in the Power Guarantee booklet.

Territorial coverage

Italy, Republic of San Marino, Vatican City, Albania, Andorra, Austria, Belgium, Bosnia Herzegovina, Bulgaria, Croatia, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Ireland, Iceland, Liechtenstein, Latvia, Lithuania, Luxembourg, Macedonia, Malta, Morocco, Principality of Monaco, Norway, the Netherlands, Poland, Portugal, United Kingdom, Czech Republic, Romania, Russia, Serbia and Montenegro, Slovakia, Slovenia, Spain, Sweden, Switzerland, Tunisia, Turkey, Ukraine and Hungary.

Countries excluded: The services are not provided in any countries where there is a state of declared or undeclared belligerency.

Foreign countries

It is understood all the Countries indicated in the definition “**Territorial Coverage**” with the exception of the Country in which the vehicle is registered.

Europ Assistance

Europ Assistance Service S.p.A.
P.za Trento, 8
20135 Milano
Italy

whose Centre of Operations organises and provides the services described in the present Manual.

Incident

The individual occurrence or event which may take place during the term of validity of the contract and which results in the request for assistance by the customer.

Theft

The offence as laid down in Art. 624 of the Penal Code, committed by whoever takes possession of any movable property owned by another person, removing it from the owner's possession in order to draw profit for him/herself or for others.

Breakdown

Damage to the vehicle due to defects, breakages or failure of its parts to operate, rendering it impossible for the Customer to utilise the said vehicle in normal and safe conditions, independently of the fact that the above mentioned circumstances may be caused by the services included in the contractual Warranty provided by the Manufacturer.

By breakdown is likewise considered any further damage to the vehicle caused by fire.

However, this does not apply to periods during which the vehicle is necessarily immobilised for scheduled maintenance services provided for by the Manufacturer, for installing accessories and for painting operations.

Accident

The accident, unintentionally incurred by the vehicle while in motion, due to: unskillfulness, negligence, nonobservance of rules and regulations or any fortuitous circumstance connected with road traffic, wilful or culpable actions of third parties, which cause damage to the vehicle to such an extent that it is impossible for the Customer to use the said vehicle in normal and safe conditions.

Injury

An accident owing to fortuitous, violent, and external causes that produces wounds objectively determined to derive from the road accident in which the vehicle contractually covered has been involved and which result in: death, permanent handicap, or temporary disablement.

Illness

The alteration of the state of health not depending on an injury.

Sudden illness

The illness with an acute onset which the Customer was not aware of and which, however, is not a symptom, even if sudden, of a disease known previously to the Customer.

Ordinary maintenance

The necessary maintenance recommended by the Manufacturer.

Service

The service to be offered, and therefore the help furnished to the Customer, when necessary, will be through the Operation Centre of **Europ Assistance**.

Residence

The address being that where the Customer habitually dwells, as demonstrated by a notarised document or an international equivalent, located in the Country where the vehicle has been registered, provided that it was retrieved from among the following: Andorra, Austria, Belgium, Denmark, Finland, France, Germany, Greece, Italy (including the Republic of San Marino and Vatican City), Liechtenstein, Luxembourg, Norway, Holland, Portugal, Monaco, the United Kingdom, the Czech Republic, Slovakia, Spain, Slovenia, Sweden, Switzerland, Turkey, and Hungary.

Vehicle

New/pre-owned **FERRARI** vehicles purchased through the **FERRARI** sales network and registered in one of the following countries:

Andorra, Austria, Belgium, Denmark, Finland, France, Germany, Greece, Italy (including the Republic of San Marino and Vatican City), Liechtenstein, Luxembourg, Norway, Holland, Portugal, Monaco, the United Kingdom, the Czech Republic, Slovakia, Spain, Slovenia, Sweden, Switzerland, Turkey, and Hungary.

The following vehicles are excluded from the warranty:

those used for the transportation, at a charge, of goods and persons.

Performance

For those FERRARI vehicles taken as short term hires (N.B.: in which definition leasing contracts are not included) or used by driving schools, the offer of FERRARI Roadside Assistance Service will be limited to emergency roadside assistance.

Roadside Assistance

Should the vehicle be immobilised following a:

- breakdown, accident, theft or attempted theft of parts of the vehicle, tyre puncture, sudden lack of fuel, flat battery, loss and/or breakage of keys or recovery after theft.

The Customer must contact the Assistance Centre and request a recovery vehicle which will tow the vehicle from the place where it is immobilised to the nearest service centre authorised by the Manufacturer. The Assistance Centre will alternatively provide small, on-the-spot interventions only in the following emergency situations:

- refuelling, lubricants and coolant refilling;
- replacement of a punctured tyre. The only tyre that may be used for replacement is the spare one supplied with the vehicle.

The Assistance Centre will pay, by the authority of FERRARI, the costs of assistance.

Exclusions

The Customer will meet the costs for any spare parts used for the repair in an emergency situation and any other additional costs incurred for repairs carried out by the service workshop. Furthermore, the Customer will meet the costs incurred for towing the vehicle, if the latter is immobilised outside the public road network or in similar areas (off-road routes).

Customer Assistance (after towing of the vehicle)

In the event that the vehicle is towed, as indicated in the “**ROADSIDE ASSISTANCE AND RECOVERY**” service conditions, the Customer shall be taken to the nearest of the following destinations:

- a hotel;
- a transport station (an airport, railway station etc.);
- his/her home;
- The workshop where the vehicle has been retrieved;
- by means of a taxi put at the disposition of the Assistance Centre, who will pay the relative costs, by the authority of **FERRARI**, up to a maximum of 300.00 Euros.

Replacement vehicle

In the event that the vehicle is immobilised following a breakdown, accident or partial or attempted theft, causing a hold up for repairs requiring more than four hours labour, as proved by documentary evidence from a service centre authorised by the Manufacturer, or in cases of theft of the vehicle, the Customer should contact the Assistance Centre which will supply a replacement vehicle, from a car-hire firm with which it has an agreement, with the costs being advanced by **FERRARI**. In this case, the replacement car will depend on the hire firm's availability and on their opening hours. It will be a vehicle allocated for private use, without a driver, with a displacement of 2000 cc, with air conditioning and radio system (if available), for a maximum of seven consecutive days, with unlimited mileage and covered by third-party liability, fire, theft and all-inclusive insurance.

The Customer will be asked for a cash or credit card surety deposit, depending on the hire company's contractual conditions.

In the event of theft, it is essential that a copy of the report made to the local Judicial Authorities is sent to the Assistance Centre.

The Customer remains responsible for:

- fuel expenses, any excess liability for damage and theft, the costs for possible further optional services;
- any rental days in excess of the indicated maximum period, which should however be authorised by the Assistance Centre;
- the drop-off in a different location, in the event that the vehicle is redelivered in a different country from that in which it was hired.

The assistance service does not apply in the following cases:

- immobilisation of the vehicle due to the Manufacturer's recommended maintenance schedule;
- in case of ordinary maintenance operations, the repair times of which cannot be added to the time required for repairing the damage.

Homeward travel for passengers or provision of their onward journey

(This service is applicable at over 50 kilometres from the municipality in which the Customer resides)

If the vehicle, following a breakdown, accident, theft of parts of the vehicle or attempted theft, is immobilised for over 24 hours due to repairs, or in the event of theft of the vehicle, the Assistance Centre will organise the homeward or onward travel for the Customer and any passengers, from the point where the car is immobilised to their destination or to their home residence. They will be provided with a first class train ticket or an economy-class plane ticket, or with a rental car according to the conditions indicated in the **“Replacement Vehicle”** service.

The Assistance Centre will pay, by the authority of **FERRARI**, the costs up to a maximum of 650.00 Euros per person.

Recovery of the repaired vehicle

(This service is applicable at over 50 kilometres from the municipality in which the Customer resides)

If the vehicle, following a breakdown, accident, theft of parts of the vehicle, attempted theft, or recovery after theft, is immobilised for on-the-spot repairs, without having suffered any damage which impairs its normal use and the Customer has requested the provision of the service **“Homeward travel for passengers or provision of their onward journey”**, the Assistance Centre will provide a one-way economy-class plane ticket, or a one-way first-class railway ticket, or a rental car, according to the terms indicated in the **“Replacement vehicle”** service section, in order to allow the repaired vehicle to be retrieved, paying the relative costs by the authority of **FERRARI**.

Exclusions

Fuel and toll (motorways, ferries, etc.) expenses are excluded and shall be borne by the Customer.

Hotel accommodation expenses

(This service is applicable at over 50 kilometres from the municipality in which the Customer resides)

If the vehicle, following a breakdown, accident or theft of parts of the vehicle, is immobilised and the Customer and any passengers carried are forced to make a stopover before returning home or continuing on their journey, or in the event of theft, the Assistance Centre will book accommodation for them in a 4- or 5-star hotel or equivalent thereof.

The Assistance Centre will pay, by the authority of **FERRARI**, the costs of an overnight stay and breakfast, up to a maximum of 2,000 Euros per incident, however many individuals are involved.

Exclusions

No hotel expenses, other than those stated above, shall be covered.

Repatriation of the vehicle from abroad

If the vehicle is immobilised due to breakdown, accident, theft of parts of the vehicle or attempted theft, and requires more than five days repair time by a workshop authorised by the Manufacturer; or if the local authorised workshop cannot repair the vehicle; or simply in the case of recovery after theft, the Assistance Centre will pay the costs by the authority of **FERRARI**, using appropriate methods, in order to effect the transportation of the vehicle from where it was immobilised to the authorised service centre closest to the Customer's residence.

The service does not include the following:

- if the cost for the repatriation exceeds the commercial value of the vehicle concerned, in the country where it was registered and in the state it is actually in upon application for assistance;
- customs' duties, vehicle repair costs and costs relating to any accessories that may have been stolen;
- cases of theft, if no report is made to the local Police Authorities;
- cases in which the extent of the damage to the vehicle does not prevent continuation of the journey;
- cases in which the stolen vehicle is found in a country not included in the "**Territorial coverage**" definition.

The Customer must contact the Assistance Centre which will obtain, from the authorised **FERRARI** service centre, the necessary information to identify the extent of the damage and the period of immobilisation required for the repairs.

If, further to this contact, it is established that the repair

cannot be carried out on the spot, the Customer must leave the following with the vehicle: vehicle registration document, green card, keys, information sheet and proxy for the repatriation of the vehicle, duly filled in.

The Customer must not leave luggage of any kind in the vehicle, nor the stereo or any other non-standard equipment, as the Assistance Centre cannot be held responsible for the care of such items.

Warning

In countries not belonging to the European Union, or in those countries where the vehicle has been registered on the passport or other official document, the Customer must consult the Assistance Centre before undertaking any action.

Should the contrary occur, the same party declines any responsibility with regard to effecting any potential services.

Spare parts dispatch to foreign countries

If, following a breakdown, accident, theft of parts of the vehicle, or attempted theft abroad, the spare parts required to carry out repairs on the vehicle (and which are essential for its operation) cannot be found in situ, the Assistance Centre will arrange for the spare parts to be sent out by the quickest means available.

The Assistance Centre will pay, by authority of **FERRARI**, the transport costs to the customs post closest to the location where the vehicle was immobilised.

The Assistance Centre will further pay, by authority of **FERRARI**, search and shipping costs. The Assistance Centre cannot be held responsible for any delays due to unavailability of the spare parts required.

The Customer shall meet the costs for the spare parts not covered by the Manufacturer's warranty and for customs' clearance, if any, which shall be refunded soon after the Insured Party has returned to his/her residence.

The service is not applicable:

- to spare parts not available from the official Dealers authorised by the Manufacturer;
- to spare parts for vehicles that the Manufacturer no longer produces.

Instructions

The Customer must specify the vehicle type, model, chassis and/or engine number and the year the vehicle was manufactured, and he/she must provide the exact names of the spare parts required.

The Assistance Centre will immediately provide all the information regarding the spare parts dispatch up to the place of destination and will give the relevant instructions, where necessary.

The Customer must keep with him/her the vehicle registration document, his/her passport and the damaged spare parts; this will often prevent the Insured having to pay customs' duties.

The Customer must refund the sum advanced within a month of the date of the said advance, subject to penalty of paying legally chargeable interests in addition to the advanced sum.

Money advance for essentials

(This service is applicable at over 50 kilometres from the municipality in which the Customer resides)

If, following a breakdown, accident or an illness or injury caused by a road accident in which the vehicle was involved, the Customer sustains unexpected costs and is unable to meet these costs directly or immediately, the Assistance Centre will arrange for their on-the-spot payment, in the form of an advance, on behalf of the Customer, for invoices up to a maximum amount of 1,000.00 Euros. The service will be provided as soon as the Assistance Centre receives guarantees of repayment it considers suitable.

The service is not applicable:

- in Countries in which there do not exist Members or Correspondents of **Europ Assistance**;
- if the currency transfer involves a breach of the relative legal provisions in force in the country of residence or in the country in which the Customer is currently located;
- if the Customer is unable to provide the Assistance Centre with any refund guarantee considered suitable by the Assistance Centre itself.

Instructions

The Customer must specify the reason for the application, the sum required, his/her contact address and the specified reference information which allow the Assistance Centre to check the refund guarantee terms for the sum advanced.

The Customer must refund the sum advanced within a month from the date of the advance itself.

Upon expiry of this deadline, in addition to the sum advanced, the Insured Party will also have to pay the interests legally payable.

Motoring information

(Service available during normal working hours, excluding midweek holidays 09:00 a.m./ 6:00 p.m.)

The Assistance Centre will provide the following information, if requested by the Customer:

- ownership tax, highway code, third-party liability insurance;
- in Italy, relevant information will be further provided about weather on the motorway, traffic problems, motels, restaurants, motorway service centres, refuelling and traffic accidents.

Information on the Manufacturer's Authorised Network

(Service available during normal working hours, excluding midweek holidays 09:00 a.m./ 6:00 p.m.)

The Assistance Centre, if requested by the Customer, will provide information on the location of the Manufacturer's authorised dealers and/or service centres.

(provided for verified injury more than 50 Km from the place of residence of the Customer)

Return for health reasons

In the event that, following an injury caused by a road accident in which the vehicle was involved, or following the onset of a sudden illness, the Assistance Centre medical staff and the doctor caring for the Customer in situ agree that the Customer should be transported to a suitably equipped hospital in his/her country of residence or to his/her place of residence, the Assistance Centre will arrange for his/her return, the costs of which shall be borne by **FERRARI**. The means and times of transport shall be those that, after consultation with the local doctor in charge, the Assistance Centre medical staff consider most suitable.

The means of transport can be:

- air ambulance (only applicable if the incident occurs in countries of the Mediterranean region, excluding the country of residence);
- airline flight in economy class on a stretcher if necessary;
- first-class train seat, in a sleeper carriage if necessary;
- ambulance (with unlimited mileage).

The transportation is organised completely by the Assistance Centre, including medical or nursing services en route, if considered necessary by the Assistance Centre medical staff.

The service does not include the following:

- illness or injury which, in the Assistance Centre medical staff's opinion, can be treated in situ or which do not prevent the Customer from continuing on the journey;
- infectious diseases in the event that transportation would result in breaches of national or international health regulations;
- all cases in which the Customer or members of the Customer's family are dismissed from hospital of his/their own free will, against the opinion of the medical staff in the healthcare structure where the Customer has been hospitalised.

Transporting a family member

If the Customer, when travelling alone, is admitted to a hospital following the onset of a sudden illness and/or following an injury caused by a road accident in which the vehicle was involved and the medical staff recommend the Insured Party is not moved for a period of over 5 days, the Assistance Centre will arrange, with the costs to be borne by **FERRARI**, for a first-class return railway ticket or an economy-class return plane ticket, to allow one cohabiting member of his/her family to visit the Customer in hospital.

The service does not include the following:

- the family member's board and lodging expenses.

Driver service

If the Customer should be unable to drive the vehicle due to sudden illness or injury sustained in a traffic accident, and there are no passengers capable of substituting as drivers for objective reasons, the Assistance Centre will provide, with the costs to be borne by **FERRARI**, a driver who will take the vehicle and any passengers to the place of residence of the Customer by the shortest route.

The service does not include the following:

- fuel and toll (motorways, ferries, etc.).

Instructions

The Customer must provide the name and the telephone number of the doctor who confirmed his/her inability to drive. Should the Customer return without waiting for the driver, he/she must specify the place where the vehicle is in custody, so that it can be collected. He/she must leave the keys, the vehicle registration document, the vehicle driving authorisation and the green card, if required, in the same place.

Warning

*Neither the assistance service provider nor the Manufacturer can be held responsible for **ANY** damages incurred by the vehicle during the provision of the service.*

Exclusions and legal effects relating to all the assistance services

Subject to the exclusions reported above for the individual services, the following conditions apply:

1. All the **Europ Assistance** services are provided for the period of validity of the warranty.
2. As far as medical services are concerned, the Customer releases the medical staff who have examined or treated him/her, both after and before the accident, from the professional confidentiality bond in relation to the events included in this coverage, in all relations with **Europ Assistance**.

3. Exclusions concerning vehicle services

- any damage caused by improper use of the vehicle;
- any damage caused by an unauthorised driver of the vehicle or a driver lacking a driver license.

Exclusions relating to medical services

- illnesses caused by pregnancy and all states of pregnancy after the 6th month;
- illnesses under treatment and not yet cured;
- all casualties originating from: air sports in general, flying and use of hang-gliders and other kinds of ultra-light aircraft, paragliders and suchlike, ski or water-ski jumping, acts of recklessness, injuries suffered as a result of sports played professionally, not as amateurs (including competitions, trials and training).

Exclusions applicable to all the assistance services

- participation in motor racing and the relative trials and training;
 - war, earthquakes, extreme weather conditions having the characteristics of a natural disaster, phenomena resulting from atomic nucleus transmutation, radiations caused by the artificial acceleration of atomic particles;
 - strikes, revolutions, riots or civil unrest, looting and acts of terrorism and vandalism;
 - malice on the part of the Customer;
 - abuse of alcohol or psychotropic drugs, as well as the use of narcotics and hallucinogenic drugs;
 - attempted suicide or suicide. The services are also not provided in countries where there is a state of declared or undeclared belligerency.
4. **Europ Assistance** cannot be held responsible for damages caused by the intervention of the Authorities of the country in which the assistance service is provided, or as a result of any other fortuitous and unforeseeable circumstances.
 5. The right to the service provided by **Europ Assistance** is forfeited if the Customer did not contact the Assistance Centre when the incident occurred.
 6. If the Customer does not make use of one or more of the services, **Europ Assistance** is not bound to provide indemnification or alternative services of any kind as compensation.
 7. Any rights with regard to **Europ Assistance** are limited to within one year from the date of the event that granted the right to services.
 8. In the event of any request for information, claim, objections, the Customer must contact **Europ Assistance** directly via the Assistance Centre, it being understood that **FERRARI** is exempt from all and any responsibility regarding the implementation of those services.
 9. All the provisions contained in this printed document are governed by the Italian law.
Any disputes arising in connection with the contents of this printed document are subject to the Italian jurisdiction.
 10. Any contingency not clearly specified in this document is governed by Italian law.

In accordance with article 13 - Legislative Act n.196 of June 30, 2003, referring to the protection of personal information (Privacy Code) we inform you that:

1. Your personal information (the "Information") will be held by **Europ Assistance S.p.A.** with the aid of paper, electronic, and or automated records, for the purposes of:
 - a. operation and execution of the contractual obligations;
 - b. fulfilment of legal obligations, regulations, community standards (as for example with anti-recycling) and/or the arrangement of public institutions;
2. the handling of Information is:
 - a. required for the execution and operation of contractual obligations (**1.a**);
 - b. obligatory by law, regulation, or local custom and/or order of public institutions (**1.b**);
3. the Information can be communicated to the following parties as independent Entities;
 - a. specific parties entrusted by **Europ Assistance Service S.p.A.** to perform instrumental or necessary services for the fulfilment of contractual obligations, among them- as specified in the policy-parties charged with the holding of and collection of information, institutions of credit;
 - b. Judicial authorities and all other parties to whom communication is necessary to accomplish the ends described in **1.b**;

- c. providers of assistance, companies controlled by or connected to **Europ Assistance Service S.p.A.**, in Italy and abroad, in order to achieve the ends described in points **1.a** and **1.b**;
- d. **FERRARI S.p.A.** can also make Your information known to employees and collaborators in the role of Appointee or Manager.

The Information is not subject to distribution.

4. The Holder of the information is **Europ Assistance Service S.p.A.**. You can request the list of Directors of usage, exercising the rights described in article 7 of the Privacy Code, and in particular to obtain from the Policy-holder confirmation of the existence of information which concerns You and its communication, and a description of the reasons and ends of the use, cancellation, suspension, or block of same, as well as resist such use for legitimate reasons, by writing to:

Personal Information Protection Office

Europ Assistance Service S.p.A.

Piazza Trento, 8

20135 Milano