



TRACKER MOTORCYCLE PROTECT TERMS AND CONDITIONS

This is your agreement with us for the TRACKER MOTORCYCLE PROTECT services we offer

This service is also subject to Tracker's standard terms and conditions of service

Getting to know your Motorcycle Protect

Tracker Motorcycle Protect provides peace of mind when you are on the road. This service offers stolen motorcycle recovery and unauthorised movement notifications. You will also have access to our 24/7 medical assistance in the unfortunate event of an accident. Please note that these services are subject to the Tracker standard terms and conditions applicable to these services

It is important to note that Tracker Motorcycle Protect is there for your assistance in the event of an accident, and not for roadside assistance in the event of a break-down. Please also note that we will do our best to recover your stolen motorcycle, but we do not guarantee that we will be able to.

For your own safety and peace of mind, please ensure that your unit is in working order at all times. 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 5040 or take your motorcycle to the nearest Tracker appointed fitment centre.

Please note that this service also includes a Key Tag which provides early warning movement detection in the event that your motorcycle has been stolen and the unit has not detected your Key Tag.

Your Tracker Motorcycle Protect unit may be installed on your motorcycle's battery and as a result should not be exposed to high water pressure as this may damage the unit and could void your unit warranty.

In the event that your motorcycle's battery needs replacement, please ensure that the unit is removed carefully by the battery centre technician and reinstalled onto your new battery by a Tracker Fitment Centre to ensure that your services remain uninterrupted and that your warranty remains valid. The cost of re-installing the unit would be for your own account.

Tracker Motorcycle Protect uses technology, in conjunction with a set of complex algorithms, which determines the severity of an impact whilst you are riding your motorcycle. 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 if you are in an accident.

Tracker Motorcycle Protect 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.

Tracker Motorcycle Protect will provide you with accident assistance from all main cities in South Africa within a 100km radius. If you require accident assistance outside of the 100km radius, it will be at your own cost.

Tracker will tow your motorcycle to the nearest place of safekeeping or the most appropriate place of repair within a 50km radius of the accident. Towing exceeding the 50km radius will be for your own account.

Should you make use of our 24/7 medical assistance service, and you hold medical cover through an insurance policy, medical scheme, benefit programme, service provider, RAF or WCC, our medical assistance partners may recover such costs incurred pertaining to the services from such other policy, medical scheme, service provider, compensation, fund or benefit, where applicable.

You are entitled to three accident assist events per annum. If you use the service more than three times a year, it will be at your own cost.