

## '24-Hour Uptime' Service

The MTBUK '24- Hour Uptime' Service is provided on the following basis:

- In the event that such a vehicle becomes non-operational, MAN Truck & Bus UK Limited ('MTBUK') will, after 24 hours of the VOR (Vehicle off Road) being notified to MTBUK/Mobile 24 by the customer, cover the actual and bona fide cost of a replacement vehicle up to the sum of £100 per day (exclusive of VAT) until such time as the failed vehicle is made ready for use.
- Any such replacement vehicle must be sourced by the Customer from an independent / third party rental company for the provisions of '24 Hour Uptime' to apply.
- All claims for reimbursement of such replacement vehicle costs must be submitted to the repairing dealer ( together with all relevant / supporting documentation and information) within 20 days of the VOR vehicle being made ready for use, in default of which MTBUK will have no liability in relation thereto.
- The following shall not qualify for , and are hereby and wholly excluded from the provisions of, the '24 Hour Uptime' service:-
  - Any form of scheduled downtime including safety inspections, servicing, MOT testing etc;
  - Downtime due to any accident damage or operational negligence/abuse;
  - Any repairs falling outside the terms of the MTBUK Contract Maintenance agreement;
  - Saturdays, Sundays and Bank holidays;
  - Downtime caused by repairs/servicing required for equipment not fitted by MTBUK.
- MTBUK shall not be liable for , and hereby disclaims all and any liability in respect of, any losses, costs or expenses incurred by the Customer in respect of or otherwise relating to any of the following:-
  - Fuel/running costs of replacement vehicles;
  - Collection and delivery of replacement vehicles;
  - Insurance;
  - Trans-shipment of loads or load re-scheduling;
  - Drivers' accommodation and associated expenses;
  - Losses or penalties arising from non-delivery of loads.

### **NOTICE TO CUSTOMER:**

The MTBUK '24- Hour Uptime' Service is subject to the above and to MTBUK's General Terms and Conditions of Contracts for Supply of Vehicle Services, including the Schedules, set out in / attached to the applicable Purchase Order and/or at <http://contracts.man.co.uk/VS1>