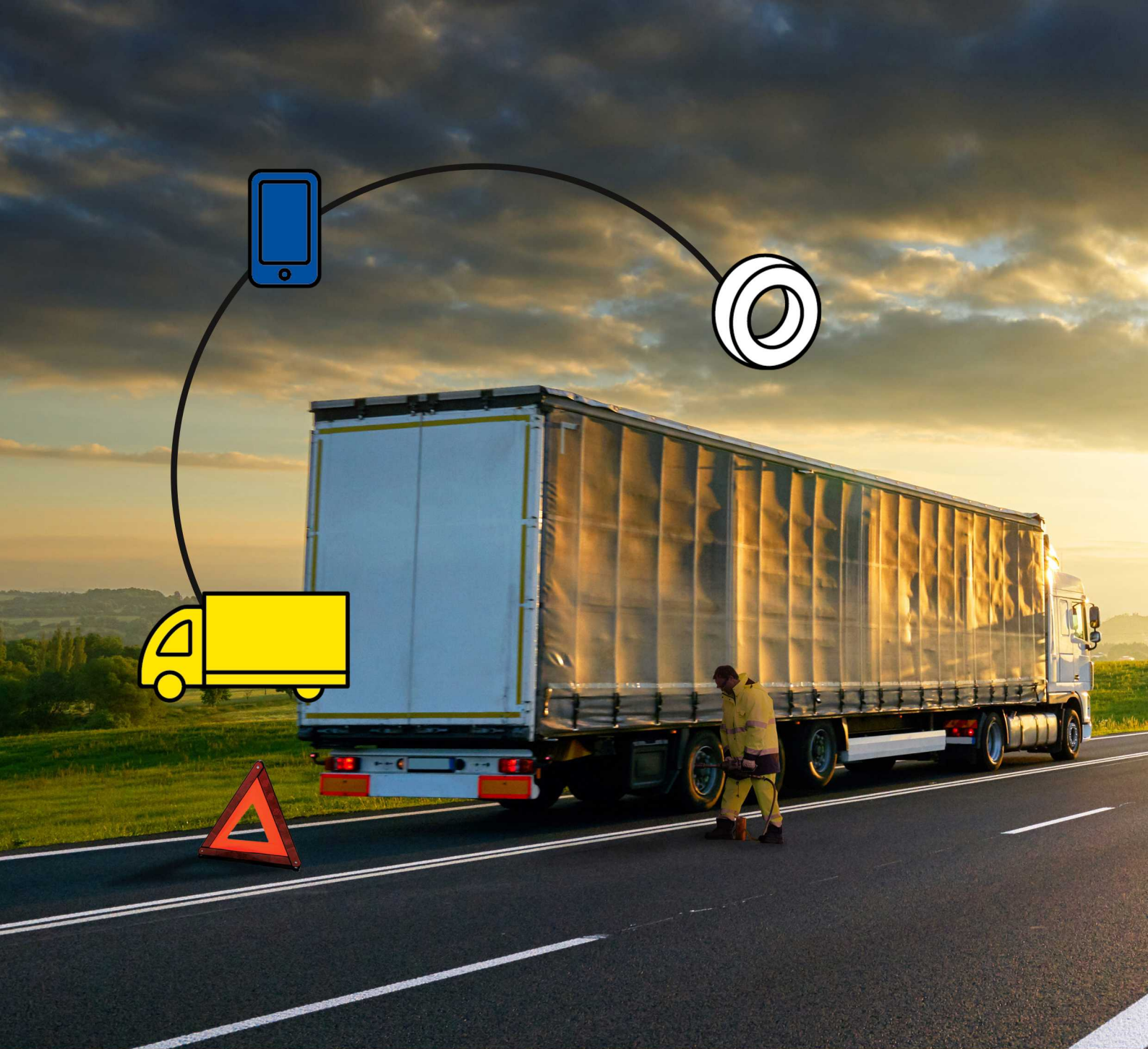




MICHELIN
ONCall

ROAD ASSISTANCE
24/7, ALL OVER EUROPE

 **UK: 0800 022 4086**
IE: 1800 800 738

MICHELIN ONCall

THE BREAKDOWN SERVICE THAT
IS READY FOR ANYTHING



UK AND IRELAND BREAKDOWN CHARGES⁽¹⁾

Effective 1st January 2024

1 ONCALL BENEFITS

- 300 ACCREDITED SERVICE POINTS IN THE UK
- REACT ACCREDITED TECHNICIANS
- COMPETITIVE PRICING
- REMIX AVAILABLE WITHOUT A CASING CHARGE⁽²⁾
- TYRES FITTED INLINE WITH YOUR POLICY, TARGET OF 90% POLICY FITMENT

2 CALL OUT CHARGES*

- NORMAL HOURS ARE MONDAY - FRIDAY 0830 -1729
- OUT OF HOURS ARE THOSE OUTSIDE THE ABOVE HOURS AND PUBLIC HOLIDAYS
- AN ADMIN FEE OF £25 WILL BE APPLIED ON EACH CALL OUT
- YOUR PREFERRED DEALER MAY ADD AN ADDITIONAL INVOICE HANDLING CHARGE
- FOR RESPONSES REQUIRING EITHER ADDITIONAL TIME OR ADDITIONAL TRAVEL A CHARGE OF £30 IS PAYABLE: EITHER PER HOUR OR OVER 25 MILES, WHICHEVER IS APPLICABLE.

£66.13
NORMAL HOURS

£118.02
OUT OF HOURS

3 TYRE CHARGES*

MAIN SIZES	POSITION	New MICHELIN tyre	MICHELIN REMIX	BFGOODRICH	ENCORE
385/65 R22.5	Trailer	£573.58	£392.58	£405.91	£322.94
315/80 R22.5	Steer & Drive	£593.10	£406.59	£405.00	£379.70
315/70 R22.5	Steer & Drive	£593.10	£404.59	£405.00	£373.39
295/80 R22.5	Steer & Drive	£583.43	£398.58	£398.68	£324.31

- PREMIUM 85% OF MI NEW
- MID RANGE 70% OF MI NEW
- OTHER REMOULD 85% OF MI REMIX

*Irish customers will be charged in euros at a nominal pound to euro exchange rate.

4 MEMBERSHIP

- **CONTACT** YOUR LOCAL MICHELIN TERRITORY BUSINESS MANAGER
- **CALL** 0845 366 1598 - MONDAY TO FRIDAY 0900 - 1700
- **VISIT** MYPORTAL.MICHELINGROUP.COM

MICHELIN
 **ONCall**



UK Breakdowns

(1) All additional fees will be re-billed at actual cost, e.g. any towing or lifting expenses, private car parks, road tolls, balancing, repairs, rims, various parts excluding valves and extensions, expenses related to securing the operation (signage, motorway patrols etc.) as well as expenses incurred due to incorrect information provided by the customer. Depending on where the vehicle is stopped (2) Where casing is drawn from your Michelin casing bank. If no casing is available from your casing bank then a casing charge will be levied.

BREAKDOWN CHARGES FOR EUROPE

A FULLY TRANSPARENT PRICE FOR ALL BREAKDOWNS ALL OVER EUROPE

Prices valid from 1st January 2024



1) CALL-OUT FEE

£27
NATIONAL

OR

£107
INTERNATIONAL



Answering calls **24/7**
in **24 languages** in Europe.



Administrative monitoring of assistance, from call to invoicing, throughout Europe.



2) FLAT-RATE SERVICE PACKAGES

ON THE ROAD

Costs by zone	FROM MONDAY 6AM TO FRIDAY 22PM		OTHER PERIODS INCLUDING PUBLIC HOLIDAYS
	Day : 8H00 / 18H00	Dawn - dusk : 6H00 / 8H00 - 18H00 / 22H00	
ZONE 1: Bosnia and Herzegovina, Bulgaria, Croatia, Estonia, Greece, Hungary, Latvia, Lithuania, Macedonia, Montenegro, Poland, Romania, Serbia	£195	£253	£288
ZONE 2: Andorra, Portugal, Spain, Italy	£204	£288	£345
ZONE 3: Czech Republic, Slovakia, Slovenia	£226	£310	£416
ZONE 4: France, Monaco, Belgium, Luxembourg, Netherlands	£288	£416	£536
ZONE 5: Austria, Denmark, Finland, Germany, Norway, Sweden, Ireland, United Kingdom	£284	£456	£536
ZONE 6: Switzerland	£483	£576	£691

Price including toll fees

... OR IN AN AUTHORISED CENTRE

ASSISTANCE IN AN AUTHORISED CENTRE DURING OPENING HOURS

£71

ASSISTANCE: including fitting, removing the tyre, unmounting and mounting the wheel.

FITTING OPTIONS

ADDITIONAL TYRE FITTED*	REPAIR	SPARE WHEEL FITTED	STEEL WHEEL	ALUMINUM WHEEL	WHEEL BALANCING	VALVE EXTENSION
£54**	£98	£54	£195	£443	£45	£14

* Flat rate applicable from the second tyre fitted on road, highways, licensed roads and approved centre

** Except for Switzerland, the price is £62



Additional costs

ON TOLL ROADS WHEN SPECIAL TARIFF APPLIES

HIGHWAYS	ACCESS	ADDITIONAL FEE / FITTED TYRE*
FRANCE	£394	£350
ITALY	£195	/
DENMARK**	£275	/

* Additional fee for each brand new or retread fitted tyre (all brands).

** Truck Mounted Attenuator (TMA) or Safety Car

ON PROTECTION CLASSIFIED ROADS (Truck Mounted Attenuator)

HIGHWAYS	FROM MONDAY 6AM TO FRIDAY 22PM		OTHER PERIODS INCLUDING PUBLIC HOLIDAYS
	Day : 8H00 / 18H00	Dawn - dusk : 6H00 / 8H00 - 18H00 / 22H00	
SWEDEN	£421	£571	£647



Pricing rule on schedules:

It is the time of triggering of the assistance when the file is opened which will be retained for the invoicing of the repair and not the arrival time of the repairer at the location of the intervention
Example:

- If the call time for the repair is 7h30 and the time of arrival at the repair location is 8h30
=> it is the "Dawn - Dusk" package that applies and not the "Day" package

Cancellation policy:

On the roads or toll roads, free of charge up to 30 minutes after the first call. Beyond 30 minutes, a minimum cancellation fee of £76 will apply.



3) FLAT-RATE FOR TYRES⁽¹⁾

MAIN SIZES		385/65 R 22.5	385/55 R 22.5	315/80 R 22.5	315/70 R 22.5	315/60 R 22.5	295/80 R 22.5
POSITION		Trailer	Trailer	Steer & Drive	Steer & Drive	Steer & Drive	Steer & Drive
ONCall PRICES FOR HEAVY TRUCK MICHELIN NEW TYRES		£631	£670	£659	£677	£694	£647
NEW TYRE GROUP 1 Bridgestone, Continental, Goodyear	85% of Michelin price	£536	£570	£560	£576	£590	£550
NEW TYRE GROUP 2 BFGoodrich®, Dunlop, Hankook, Firestone, Pirelli	75% of Michelin price	£473	£502	£495	£508	£521	£485
NEW TYRE GROUP 3 Other tyre brands	60% of Michelin price	£378	£402	£395	£407	£416	£389
REMIX MICHELIN	75% of Michelin price	£473	£502	£494	£508	£521	£485
RETREAD OTHER MANUFACTURERS	65% of Michelin price	£410	£435	£429	£440	£452	£421

Access the **full list of tyre rates** on



MICHELIN
MyPortal

FOR MORE
INFORMATION



You may be charged an additional cost for waste treatment (eco-participation).

⁽¹⁾ Rate will apply depending on the tyre mounting position.

From this document you will be aware of tyre repair and replacement costs; however, the total breakdown cost will not be confirmed until the service is completed. The service provider will use their professional expertise to assess the job and complete the necessary service to get the vehicle back in operation. In some instances there may be a difference between the initial job request and the final invoiced services. See the complete General Terms and Conditions of Sales on MyPortal. All prices are excluding VAT. Prices valid from 1st January 2024. Michelin shall process Personal Data collected for the Processing of the Michelin ONCall Service. For more information on the Processing of your Personal Data and to exercise your rights, please refer to our Personal Data Policy, available at: webapp.oncall.michelin.com



WHY MICHELIN ONCall?

1

NO HIDDEN COSTS

- **Flat-rate handling fee**
- **A choice of new MICHELIN and MICHELIN Remix** tyres at the prices indicated in the **European MICHELIN ONCall** pricing schedule
- **Fixed-rate repair fees** for each zone including French and Italian motorways
- **Quick and precise** billing

2

A CONTROLLED RESPONSE TIME

- **A network of responsive professionals** committed to providing a quality service with Michelin
- Assistance **on the road** or in **the nearest service centre**

3

A NETWORK OF 3000 PROFESSIONALS SELECTED BY MICHELIN

- On request, 24/7, **no locked-in contract**, simply by registering on MyPortal
- A single number to call in Europe or a single click on MyPortal
- **A dedicated contact in 24 languages** for assistance in **34 countries**

4

REAL TIME MONITORING

- A **contact informs you** that your breakdown is being handled and how long assistance will take to arrive
- Your **driver is informed by telephone** at every stage of the breakdown assistance
- **Real time monitoring available** with a full report of the assistance.

**WEBSITE**

business.michelin.co.uk

**MYPORTAL**

myportal.michelingroup.com

**LINKEDIN**

[Michelin For Professional Businesses](#)

**YOUTUBE**

[Michelin Truck & Bus Tyres Europe](#)

**BY TELEPHONE**

0845 366 1598

**BY EMAIL**

b2benquiriesuk@michelin.com

Privacy Statement

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