**Membership Terms & Conditions:**

**Roadside Assistance benefits become active 24 hours after joining.**

**Pricing**

Applicable taxes extra. Offer valid to residents of GTA & Simcoe Ontario. Pricing is based on a 12-month Membership and standard rates will apply upon renewal. An eligible Associate Member must share the same principal address as the GTA & Simcoe Ontario Primary Member. Offer is not valid on a previously purchased GTA & Simcoe Ontario Membership. Not valid with any other promotion or discount. Not valid on a Membership renewal or upgrade. Cannot be combined with any other promotion or discount, Corporate Membership, or on a previously purchased Associate Membership. Other restrictions may apply.

Members can cancel anytime, but refunds (less cost of services used) are only issued within 30 days.  Applies to new memberships and renewals.

**Payment Options**

**Auto-Renew Annual:** When choosing Auto-Renew option to automatically renew your Membership, the credit card you provide will be billed annually for your Membership dues. We will send you an eStatement of dues one month before renewal time to remind you of this arrangement and show changes (if any) to amounts for the upcoming year. Your renewal may be charged up to five (5) business days in advance. Your authorization remains in effect for each 12-month Membership year. To update your credit card information, you may do so calling or texting us at 6475517682 or 2kwheels.ca/contact-us. Auto-Renewal is automatically applied and will be asked for option when Members are joining.

**Auto-Renew Monthly Payment Plan:**When choosing Auto-Renew Monthly Payment Plan option to pay for your annual Membership, the credit card you provide will be billed monthly. We will send you an eStatement of dues one month before renewal time to remind you of this arrangement and show changes (if any) to amounts for the upcoming year. Your authorization remains in effect for each 12-month Membership year. To update your credit card information, you may do so calling or texting us at 6475517682 or 2kwheels.ca/contact-us. If you choose to cancel your monthly payments during your Membership year, you will be billed for the outstanding balance of the annual Membership dues. By choosing the Auto-Renew Monthly Payment Plan, you authorize 2K Wheels inc to charge your credit card for the amount due, as well as a $1 administrative fee that will be charged each month.

**Pre-Authorized Debits:**This option has the same setup as the Auto-Renew Monthly Payment Plan except that the amount will be withdrawn directly from your bank account.

**Interac Etransfer Payments**: Add 2K Wheels Inc "2kwheels@gmail.com" as a payee contact and enter your full Membership number and name in Message box to make your renewal payment via interac etransfer.

**Mandatory Email/eStatments:** 2K GTA and Simcoe Ontario requires an email address from all Members, as a means of delivery for our eStatements. You may [opt out](https://https/caa-web-prod.caaneo.on.ca/myaccount/subscribe) of our Marketing Emails but any transactional emails, such as eStatements will still be sent.

**To sign up for any of these payment options, simply call us at 16475517681.**

**Each Membership type has a set number of Roadside Assistance service calls per Membership year.** Service calls cannot be shared or carried over to the next Membership year. Once the number of service calls has been exceeded, 2K Wheels Inc Ontario will continue to facilitate the Roadside Assistance services described above; however, any services in excess of the Roadside Assistance maximums will be subject to service provider fees that are due at the time of service. For all Membership types, any service calls not covered by the Membership must be paid for by the requesting Member at the time of service.

**Vehicles**

Members who have used the maximum number of entitled service calls for their Membership year are not eligible for reimbursements. Full Roadside Assistance benefits are reinstated upon the renewal date of a Membership.

Membership covers select vehicles and valid licensed cars, and unmodified and unloaded pickups and passenger vans.

A CAA Plus and Premier Membership covers bicycles, valid licensed cars, and unmodified and unloaded pickups, vans and motorcycles. Dual-wheel trucks are eligible for all services except Flat-Tire service. All Membership levels cover service calls for rented passenger cars and small unloaded vans.

**Vehicles not Covered:** a Membership does not cover select vehicles, including (but not limited to): U-Haul type vehicles and rented cargo/cube vans for commercial purposes, professional ride share vehicles such as Uber and Lyft, vehicles for hire e.g., taxis, modified or not-from-stock vehicles, such as certain body kits, raised suspensions with oversized tires, plow blades and/or salt spreaders, flatbeds or tilt, and loads; any vehicle that is part of a working fleet (defined as business- or broker-owned vehicle used to conduct work); vehicles over one ton in designation; cube vans and other large commercial designated vehicles; taxis, limousines, or, and loaded vehicles, including vans of all designations and pick-up trucks.

**General**

2K Wheels Inc reserves the right to refuse service; if the conditions are unsafe to the service provider or if the 2K Wheels employee or contracts is subjected to harassing or destructive behaviour of any kind. If information provided to Roadside Assistance team members is deliberately inaccurate, this could be cause for termination of the membership.

If 2K Wheels service is not available; (2K Wheels Inc agrees to be available within 2-3 hour of emergency or urgent service call) the Member may make alternate arrangements to pay for the services. For consideration of reimbursement: the original invoice must be provided and must show any applicable taxes charged, the business name, logo/mark, and member’s name.  This must be submitted to the 2K Wheels Member within 30 days from date-of-service.

**Fuel Delivery**

A limited supply of gasoline (up to 10 litres), will be delivered to the Member’s disabled vehicle. 2K Members will be charged the fuel pump price and must pay the driver upon delivery. No charge for all other Membership levels. Coverage excludes diesel/propane. Each service counts as one of your allotted Roadside Assistance calls during a Membership year. High octane fuel cannot be guaranteed.

**Battery**

Battery replacements are subject to specific location and weather-dependent conditions. Battery testing and boosting counts as one of the allotted Roadside Assistance calls during a Membership year, with the exception of a battery purchase from 2K Wheels at the time of service. Some vehicles cannot be serviced due to the location of the battery in the vehicle. If, after inspection, the service call does not involve a battery service and the service will count as a second service call. Note that a battery purchase does not count as one of the Member’s calls as per their Membership level allotment.

**Detailing**

**Car Wash, Interior Vacuum & Wipe, Salt Removal:** Members have choices of 3 packages when choosing membership plans. The vacuum and wipe package includes Vacuum Carpets, Floor Mats, Seats and Trunk, wipe Dash/Interior Detailing + AC Vent, Door Jams/Door Panels/Interior Windows and Shine Protect on Dash and Center and Doors. The Car wash includes a Exterior hand wash and quick drying (Wash & Liquid Wax). Lastly, the salt removal for going into or coming out of winter. Detailing are only available between March 25 to November 25 yearly. For addition service and addon to the detailing Members can purchase addons and charged when 2K Wheels arrives to location. 7 seaters are subject to a $20 charge. All other addon and services fees can be found on 2kwheels.ca/detailing. Service drivers reserve the right to decline service due to condition of a vehicle. 2K Wheels will refer the Member to a contractor that is able to service the vehicle – which may be at the Member’s expense.

**Tires**

**Tire Storage, Tire swap & install/ balance:** Membership plans consist a variety of Tire storages where we come pick up and drop off your tires and bring them for ever change or emergency calls. Tires are storaged in a insured and heated facility. Tire Swaps are “On Rims” tire changes are those that are already mounted on rims. The act of Installing is putting the tires onto the wheels, then installing the wheels onto your vehicle's axles. Tire balancing is a tune-up for your wheel-tire set. When all areas of the wheel-tire unit are as equal in weight as possible, the tire will roll smoothly. All other addon and services fees can be found on https://2kwheels.ca/services. For addition service and addon to the tire services Members can purchase addons and will be charged when 2K Wheels arrives to the location. Service drivers reserve the right to decline service due to size/condition of a tire. 2K Wheels will refer the Member to a contractor that is able to service the vehicle – which may be at the Member’s expense.

**Emergency Repair Cheque & Interac transfers Acceptance**

A Member’s personal cheque for a maximum of $400.00 or Interac transfers will be accepted by any independent contract facility providing emergency services or repairs for 2K Wheels. A valid membership card must be presented at the time of payment. The name on the cheque must match the Member's name.

**Roadside Assistance Limitations**

**For the protection of our Members, services cannot be provided to an unattended vehicle. The 2K member, not a designate, must be present at the time roadside service is provided.**

2K Wheels inc reserves the right to limit or suspend services during extreme weather events; to re-assign a Membership category; or to cancel a Membership if services are being misused. 2K Wheels also reserves the right to change benefits and policies regarding Memberships.

**2K Wheels reserves the right to refuse service: if the conditions are unsafe to the 2K Wheels employee or contractor or**if the 2K Wheels employee or contractor is subjected to harassing or destructive behaviour of any kind. If information provided to Roadside Assistance team members is deliberately misleading, false or inaccurate, this could be cause for termination of the membership.

**In fairness to all Members, Roadside Assistance is not to be used as a substitute for proper vehicle maintenance although looking past the roadside assistance offers more like detailing, repairs, 10 point check, tire changes and benefits. 2K Wheels has set reasonable limitations and regulations in the interest of all Members regarding the number of Roadside Assistance and Service calls per Membership year. 2K Wheels Membership dues pay for all of 2K’s Membership services. Service at a special rate will be offered to all Members who exceed this limit and they will be required to pay the 2K Wheels driver at the time of service.  Each**

**All discounts, programs and benefits are subject to change without notice. It is the responsibility of the Member to adhere to the terms and conditions of a 2K Wheels Membership. 2K Wheels Membership dues are adjusted annually and take into account the cost of providing Roadside Assistance and other 2K Wheels services.**