



# EMERGENCY ROAD SERVICE

## TERMS AND CONDITIONS

### DRIVE WITH CONFIDENCE.

As a member of AAA, you now have the resources, protection, and peace of mind provided by the largest and most experienced emergency road service program in the nation. Read through this guide and keep it handy for future reference. It will tell you what you need to do when you require emergency assistance on the road, provide detail for the emergency road services covered under your membership, and provide additional terms and conditions applicable to emergency road service.

### HOW TO OBTAIN AAA EMERGENCY ROAD SERVICE

When you need assistance from AAA on the road, call the 24-hour AAA Emergency Road Service phone number – (800) AAA-HELP ((800) 222-4357). This number is also printed on the front of your membership card. Please keep your card with you at all times. In order to efficiently expedite your service request, be prepared to provide the customer service representative with your name, membership number, club code, expiration date, type of vehicle, nature of the problem, exact location of the vehicle, and tow destination (if towing becomes necessary). You may also contact us by submitting an online request for emergency road service from the automotive home page or through the AAA Auto Club App.

Remember, AAA membership benefits are granted to the member, not the vehicle. Emergency road service (ERS) is designed to assist you in an emergency when you are stranded with an eligible disabled vehicle, whether you are the driver or the passenger.

### ELIGIBLE VEHICLES

Vehicles eligible for AAA Classic, AAA Plus and AAA Premier emergency road service are four-wheeled, motor-driven vehicles of the passenger or pleasure types. Rented passenger vehicles and pickup trucks, including dual-wheeled pickup trucks, also are eligible. Under AAA Classic, AAA Plus and AAA Premier, motorcycles are eligible for locksmith and fuel delivery services only. Bicycle service applies to any eligible bicycle a member is riding at the time the bicycle is disabled. Bicycle and rider are eligible for transport service only, up to a distance based on the level of membership.

In addition to vehicles eligible under AAA Classic, AAA Plus and AAA Premier, a AAA Plus RV or AAA Premier RV membership provides you with coverage for the following eligible vehicles: motorcycles, factory-built RVs, pickups with campers (including those with dual-wheels); Sprinter-style vans, vehicles with 1.5 or 2-ton load capacity, 1 or 2 axle trailers for snowmobiles, personal watercraft, golf, single car, utility, and select small rental trailers that meet specific outlined trailer guidelines.

Box vans, cube vans, trailers with more than 2 axles, van or truck cutaways, taxicabs, limousines, shuttle vehicles, hearses, emergency responder vehicles, commercially configured vehicles including but not limited to: flatbeds, landscaping vehicles, vehicles that are larger than a 2-ton load capacity, dump trucks, school buses (including RV conversions), corporate fleet vehicles, vehicles used for competition, vehicles with a snowplow attachment, and vehicles primarily designed for off-road use, regardless of local ordinance, are not covered by AAA emergency road service.

### SERVICE GUIDELINES

Emergency road services is available 24 hours a day, 365 days a year in the United States and Canada. (From time to time, service interruption may be possible. Please refer to the sections "Alternate Service" and "Your Patience Is Appreciated" in these terms and conditions for further explanation). Service is intended to provide emergency assistance to enable a vehicle to operate under its own power or to transport it to a licensed repair shop. It is not intended as a solution for a pre-existing condition or a substitute for proper maintenance. Statements made by a representative of AAA Washington or any of its affiliates regarding service coverage do not supersede the terms and conditions as they exist at time of service.

Members may request emergency road services in accordance with these terms and conditions; however, members will be assessed an out-of-pocket fee for service calls in excess of four (4) service calls in a single membership year. Fees are payable to the service provider at the time of service. Vehicle restrictions and service limitations apply. Road service events, including those for bicycles and reimbursements, will be counted towards the four (4) service calls per year. Excessive use of road service, as determined by AAA Washington, may result in the termination of membership.

Members traveling outside of AAA Washington's territory that exceed four road service events will be charged at the scene or by bill. When the membership year is renewed, a member's original membership plan is reinstated and services will be provided at that plan level (AAA Plus, AAA Plus RV, AAA Premier, or AAA Premier RV) upon payment of the annual dues. New members, including Associates, added to existing memberships,

will be provided the Classic level of service for the first five days of membership, regardless of the membership plan paid for when joining. After five days, ERS requests will be provided according to the new member's membership plan level.

Upgrading to AAA Plus, AAA Plus RV, AAA Premier, or AAA Premier RV is available to members at any time, and we recommend reviewing the plan options periodically. Upgraded members, including Associates, added to existing memberships, will be provided road service at the prior membership level for the first five days. After five days, emergency road service requests will be provided according to the upgraded membership plan level.

AAA Associate memberships extend AAA services to any household member residing at the same address or any children away at school. All Associate members will receive the same level of coverage as the Primary member, whether the Primary membership is Classic, Plus, Premier, Plus RV, or Premier RV. Like primary members, after four road service events, Associate members will be charged a fee that is payable to the provider at the time of service. Multiple memberships for the same individual, Primary or Associate, are not permitted.

## **SERVICE PROVIDERS**

Many of our emergency road service providers are independent companies that contract with AAA Washington to provide services to AAA members. AAA Washington does not control, supervise, or assume any responsibility for the performance or methods of operation of independent service providers. If there are damages resulting from the road services provided by an independent service provider, AAA Washington is not liable and members agree that the sole resolution for such situations is with the independent service provider. This includes unsatisfactory workmanship or any loss of property. Pictures of the member's vehicle may be taken before and after service has been rendered. In some situations, a service provider may ask the member to sign a damage waiver before providing service. Should an issue arise, AAA Washington will make every effort to assist the member in seeking resolution when appropriate by acting as a liaison between the member and the independent service provider.

## **SERVICE DEFINITIONS**

### **EMERGENCY TOWING**

Towing service is provided to eligible vehicles that cannot be started or driven safely under the vehicle's own power. If roadside first-aid measures fail to get the vehicle going, members may have their vehicle towed at AAA's expense from the point of breakdown to a licensed repair shop within the driving radius applicable to their type of membership. For special guidelines regarding RVs and trailers, please refer to the section titled "Limitations Concerning AAA RV Service." Additionally, please refer to the "Non-Emergency Tows" section for towing exclusions.

AAA Classic provides members with up to five (5) miles of towing. With AAA Plus and AAA Plus RV, you substantially increase your towing privileges – up to 100 miles of towing. With AAA Premier and AAA Premier RV, you receive up to 200 miles of towing. In addition, with AAA Plus RV and AAA Premier RV, if the vehicle towing a one or two-axle trailer (described in "Service Guidelines") becomes disabled, a second road service event can be used to get the trailer to the home address on file or to an RV storage facility. Please read the section regarding limitations for AAA RV and trailer service for more information. Due to the size of some RVs and trailers, not all AAA service providers can provide tire changing, towing, and winching services. The member or a representative must be available to secure any towed vehicle upon delivery.

ERS service providers utilize towing equipment as prescribed by vehicle manufacturers. If a member requests equipment not mandated by the vehicle's manufacturer for the safe transport of the vehicle (e.g. a flatbed), the member will be required to pay any additional fees to the service provider at the time of service.

After regular business hours, when most repair shops are closed, vehicles must be secured by the member or a representative at the tow destination. Arrangements with the repair shop and any storage fees are the responsibility of the member. AAA and our independent service providers cannot be held liable for vandalism or theft that occurs after vehicle delivery.

### **BATTERY SERVICE**

If your battery is run down and your eligible vehicle won't start, AAA will come to your aid. We'll give the battery a jump-start or make minor mechanical adjustments to place the disabled vehicle in operating condition, if permitted by the vehicle's manufacturer. Service does not include replacement parts. If the vehicle cannot be started, towing will apply for eligible vehicles as described in the "Emergency Towing" section. This benefit does not include battery service to motorcycles, boats, jet skis, golf carts, or snowmobiles.

In greater metropolitan areas, AAA provides mobile battery service. This efficient service comes to your home, business, or other convenient location to test, jump-start, or if you choose, replace your battery on the spot with a AAA-branded battery at a member-discounted price.

When calling for service, AAA's customer service representatives will be able to advise whether this service is available at the desired location. Mobile battery service calls involving the purchase of a AAA battery or the warranty replacement of a AAA battery will not be counted as a road service event.

## **VEHICLE LOCKOUT**

If locked out, service will be sent and an attempt will be made to gain entry. If the service provider cannot gain entry, or the key that operates or provides access to the passenger compartment of the vehicle is lost or broken, locksmith service may be required. Any time locksmith service is required, coverage is available up to the dollar amount and services allotted by your membership as described in the section below.

## **LOCKSMITH**

If locksmith service is needed, service will be sent if it is available in the area. In order to ensure the protection of the vehicle, the registered owner must be present and must present their photo identification and their vehicle's registration papers prior to the replacement of an ignition key.

- AAA Classic provides up to \$50 for locksmith service for replacement or recovery of one ignition key only.
- AAA Plus and AAA Plus RV provide up to \$100 for locksmith service for replacement or recovery of one ignition key only.
- AAA Premier and AAA Premier RV provide up to \$250 for locksmith service for replacement or recovery of one ignition key only.

Due to continuing advances in technology and manufacturer-programmed key codes, we may not be able to make new keys for some vehicle makes and/or models. Towing will be provided if locksmith service is unavailable. This benefit does not include coverage for duplicates or copies of keys, locking gas caps, trunks, lockable compartments, or anti-theft devices. Replacement or repair of ignitions and their components is not covered.

## **FLAT TIRE**

If the eligible vehicle's spare tire is inflated and legal, it will be installed to replace a flat tire. Towing will apply for eligible vehicles without an inflatable spare tire as described in the "Emergency Towing" section

## **FUEL**

An emergency supply of fuel, if available, will be delivered to the disabled eligible vehicle to enable driving to reach the nearest source of fuel, unless delivery is prohibited by law or by the service provider's insurance company. AAA Classic members are charged current pump prices for fuel delivery. AAA Plus, AAA Plus RV, AAA Premier and AAA Premier RV members are provided an emergency supply of fuel at no cost.

Specific brands, quantities or octane ratings are not guaranteed. Diesel is not available in all locations. If fuel is not available, towing provisions will apply for eligible vehicles as described in the "Emergency Towing" section. This benefit does not include delivery of fuel for use in portable or on-board generators, boat engines, jet skis or snowmobiles.

## **WINCHING/EXTRICATION**

AAA will provide winching service if the eligible vehicle can be safely reached from a public highway, road, thoroughfare, driveway, or parking lot. For additional information on possible restrictions, please refer to "Road Conditions and Accessibility." AAA Classic provides one (1) service truck and driver for winching service. With AAA Plus, AAA Plus RV, AAA Premier, and AAA Premier RV, a second truck and driver, if required, will be provided for up to one hour at the scene at no charge. If additional personnel and/or equipment are required, any associated costs are at the member's expense and payment will be required at the time of service to the service provider.

## **LIMITATIONS CONCERNING AAA RV & TRAILER SERVICE**

AAA Plus RV and AAA Premier RV memberships provide towing and winching for eligible trailers, motorhomes, and pickup trucks with campers to a licensed repair shop or the home address on file. For these vehicles, AAA will pay up to \$500.00 per call with a maximum of \$1000.00 total per household over the course of the membership year. RVs and trailers must have current registration. AAA will not tow RVs or trailers with temporary registrations or trip permits. Service outside of these parameters will be at the member's expense. Members cannot make multiple requests for the same road service event to obtain more than the \$500.00 limit. Dollar amounts cannot be rolled over to the next membership year.

Loaded trailers (e.g. livestock, construction equipment, firewood) may need to be unloaded, at the member's expense, in order to render safe service. Care and protection of the trailer and the member's property, as well as the safety of AAA's service providers, will be the deciding factors. Each situation will be evaluated on a case-by-case basis as determined by AAA and its service providers.

Winching coverage does not include retrieving boat trailers immersed in water. Coverage for boat trailers on designated boat launching ramps will be provided to the edge of the water. Service may not be available for trailers when traveling out of AAA Washington's service territory. If charged for a service that would have been normally provided within AAA Washington's territory, members may apply for reimbursement consideration.

## **ACCIDENTS, FIRES, VANDALISM, STOLEN VEHICLES, AND IMPOUNDS**

AAA will provide tows for accidents, vehicle fires, and vandalism resulting in an inoperable vehicle – to a licensed repair shop or the address on file. Any extra fees incurred for towing these types of disablements (i.e., additional personnel, mileage, or special equipment) are the responsibility of the member and must be paid to the service provider at the time of service. Police-ordered tows from the point of recovery, impound tows, and tows related to stolen vehicles are not covered and are not reimbursable by AAA emergency road service.

## **ALTERED VEHICLES**

The advisability of towing or servicing vehicles that have been altered will be evaluated by AAA and its service providers on a case-by-case basis. Care and protection of the member's vehicle and the safety of our service providers are the deciding factors. If service is provided, additional charges for personnel and equipment may be required and are the responsibility of the member. Fees are payable to the service provider at the time of service. Examples of alterations include, but are not limited to, vehicles that are lowered, raised, have after-market kits installed, or have extra-wide or oversized tires, and pickups with modified beds.

## **EXCLUDED SERVICES**

Services that are not covered or provided by AAA include, but are not limited to, non-emergency tows, battery charging, delivery and replacement of vehicle fluids, repair costs and preventative maintenance, tire repair and tire rotation, installation and removal of chains, and transport to or from disposal facilities, vehicle transport facilities, impound lots and auction lots. Using emergency road services for commercial purposes, using emergency road services as a substitute for regular maintenance, allowing others to use road service events intended for the member, obtaining multiple memberships to extend service, making multiple ERS requests with the intent to extend tow mileage limits and any other excessive or inappropriate ERS use are prohibited. Vehicles purchased in an inoperable condition or missing major components (e.g. engine, transmission) are not covered for emergency road service.

## **ALTERNATE SERVICE**

There may be times when AAA emergency road service is not available or towing distances are limited due to heavy demand. If service is not available, and the member's request follows the guidelines and procedures in these terms and conditions, the member can hire their own licensed commercial service, and submit a legible copy of their itemized receipt showing proof of payment for reimbursement consideration. Reimbursement requests must be submitted within 120 days from the date of service. AAA will reimburse up to a maximum of \$500.00 for eligible towing services. If eligible ERS is not requested or utilized through AAA reimbursement consideration will be at the prevailing contracted rate that is paid to our service providers. All reimbursements are subject to the procedure set forth in the section "Reimbursements." Services not covered by AAA as set forth in these terms and conditions are not eligible for reimbursement.

## **REIMBURSEMENTS**

When requesting reimbursement for emergency road service, please scan and email a legible copy of the original itemized receipt indicating the date and the type of service provided, and showing proof of payment, along with the service reimbursement form, to [reimbursement@aaawa.com](mailto:reimbursement@aaawa.com). Please read the "Alternate Service" section for towing reimbursement limitations. Receipts for service must be in the AAA member's name. If requesting a prorated refund under the battery service warranty program, please include the battery sales receipt, failed battery test report and warranty paperwork. Alternatively, the original receipt, service reimbursement form and other relevant documents can be mailed to the address below.

AAA Washington  
Automotive Services Department  
P.O. Box 91246  
Bellevue, WA 98009-9845

## **EMERGENCY CHECK ACCEPTANCE**

If you don't have cash or an acceptable credit card for reimbursement services or services not covered by AAA, your personal check for the exact amount will be accepted by the responding AAA service provider upon presentation of a current membership card and proper identification.

## **SERVICE OUTSIDE OF AAA WASHINGTON'S AREA**

Your AAA emergency road services coverage is valid throughout the United States and Canada. However, slight variations in the method of delivery of service may be experienced when outside AAA Washington's geographical territory. Due to the size of some RVs, not all AAA service providers are capable of providing tire changing, towing and winching services.

Service outside AAA Washington's territory is provided according to the rules and regulations of the AAA/CAA organization in whose territory the disablement occurs. Members may apply for reimbursement consideration, up to the limits of the membership level, if charged for a

service in another AAA/CAA organization's territory that would have been provided without charge if the disablement had occurred in AAA Washington's territory. Please refer to the section titled "Reimbursements" for additional information.

## **YOUR PATIENCE IS APPRECIATED**

AAA Washington's goal is to provide efficient, quality service to its members. However, service delays and interruptions are sometimes unavoidable, due to metropolitan traffic congestion and heavy demand for service during unusual conditions. Extreme weather, such as heavy rain, extreme heat, snow, and ice, can create service demands that exceed available resources. In addition, natural disasters, civil disorder, hazardous material spills, fire, and telephone or communication system failures may cause service interruptions. Long-distance tows may need to be arranged by AAA Washington with independent service providers to ensure coverage for the local service area. Vehicle delivery in these cases is subject to potential delays of 24 hours or longer. Without limiting any other provision of these terms and conditions, AAA Washington and its emergency road service providers shall have no liability for any failure of or delay in providing services due to causes beyond its reasonable control.

## **USE OF SERVICE**

Emergency road service is designed to assist members when they are stranded in an emergency situation with an eligible disabled vehicle. Members must be present at the time of disablement and when service arrives. In cases where remaining with the vehicle would jeopardize the member's personal safety, they should discuss a place of safety to wait for service with a AAA representative. When service is rendered, the member will need to present their valid AAA membership card and photo identification to the service provider. As a reminder, ERS covers the member, not the vehicle. AAA's request that the member be present and provide photo identification is to ensure protection of the member's vehicle and property, and to reduce AAA and its service providers' liability. In some circumstances, the owner of the vehicle must also be present.

At the time of service, the member will need to accompany the vehicle to the towing destination. This is to ensure the vehicle is processed by the service provider and received by the designated tow destination as requested by the member. In the majority of situations, the service provider will be able to accommodate the vehicle driver and one passenger in their towing vehicle for the drive to the towing destination. Additional passengers most likely will not be able to be accommodated due to seating and safety belt capacities, and safety laws.

Arrangements for their safe transport will need to be made by the member and will be at the member's or passenger's expense. AAA's customer service representatives will assist when possible.

## **NON-EMERGENCY TOWING**

AAA Washington and its service providers are dedicated to delivering service for safety and repair needs. Members will be provided with one (1) towing service per eligible vehicle disablement. Service for unattended vehicles, vehicles that can be safely driven, and vehicles that are being towed to or from storage locations, is not covered. Additionally, tows from repair shops, tows from one residence to another residence, and any tows of convenience as determined by AAA Washington, are not covered by AAA emergency road service. Vehicles that have been inoperable for extended periods of time will be evaluated by the service provider to determine towing eligibility. Towing vehicles to or from disposal facilities, vehicle transport facilities, impound lots, and auction lots is not covered by AAA emergency road service.

Using AAA emergency road service in any of the foregoing circumstances, or for any other improper purpose, may result in the suspension or termination of the AAA Washington membership and billing for any services determined to be the result of improper use. Reimbursement for towing ordered by the police or other proper entity because a vehicle is illegally parked or impounded due to a violation of state or local ordinance is not covered by AAA Washington.

## **SERVICE LIMITATIONS**

Emergency road services is contingent on the ability to deliver service using equipment available to AAA and/or its service providers. Additional equipment or personnel may be required at times to safely provide service. When this additional equipment or personnel exceeds the established benefit level of the respective membership level, these costs will be the sole responsibility of the member and the member must pay or make other arrangements with the service provider at the time of service.

## **ROAD CONDITIONS AND ACCESSIBILITY**

Emergency road services is not provided for disablements that occur on unpaved forest service roads; barricaded roads; logging roads; closed, posted or unmaintained roads; construction areas; creek and riverbeds; railroad beds; or railroad right of ways. Washington State allows public travel on many beaches and classifies them as highways; however, AAA service does not extend to beaches or any areas or roadways with sand. Additionally, vehicles that become disabled as a result of being driven on roads or in areas that are dangerous or inadvisable are not covered. Suitability of safe passage on roadways or areas will be determined by AAA and its service providers.

In the case of snow and ice, service providers will prioritize calls based on requests from local and state road officials that focus on accidents, interstates, highways, and key intersection blockings. Other requests will be handled based on service provider availability and the determination



of safe road conditions. Winching and extrication from snow and ice will be to the shoulder of the road when available. Once extricated, the vehicle will have to proceed under its own power.

Winching operable vehicles from driveways and towing solely due to weather conditions is not covered and is not reimbursable. Members are encouraged to wait until weather conditions improve.

## **TOLLS AND FERRIES**

Ferry, toll-bridge, or toll-road charges for the member's vehicle are the responsibility of the member and are payable to the provider at the time of service. Fees of this nature for the service vehicle and service vehicle driver are covered by AAA Washington. Due to ferry scheduling, tows may need to be arranged by AAA Washington with the independent service provider or alternate routes may need to be taken. Vehicle delivery in these cases is subject to potential delays of 24 hours or longer.

## **TRIP INTERRUPTION\*\*\***

Only AAA Premier and AAA Premier RV members are eligible to receive trip interruption coverage or reimbursement costs for rental vehicles, motels, etc. that may be incurred during an ERS disablement. Insurance coverage is underwritten by BCS Insurance Company under a Form No. Policy 53.203 (0115). Allianz Global Assistance is the licensed producer and administrator for this plan. For a full description of terms, conditions, and exclusions click [here](#).

## **AAA RESERVES THE RIGHT**

Your AAA membership must be fully paid and in good standing to be eligible for emergency road services. AAA Washington reserves the right to cancel membership without prior notification and refuse service for nonpayment of dues or fees. AAA Washington also reserves the right to cancel membership for any use of emergency road services that AAA determines, in its sole discretion, to be a misuse or abuse of AAA services. This includes, without limitation, the use of emergency road services in any of the circumstances described in the "Excluded Services" or "Non-Emergency Towing" sections, using emergency road services for commercial purposes, using emergency road services as a substitute for regular maintenance, failing to pay service providers for services, selling emergency road services or improper transfers to third parties, obtaining multiple memberships to extend service, making multiple emergency road services requests with the intent to extend tow mileage limits, and any other excessive or inappropriate use of AAA Washington and its resources.

AAA and its service providers reserve the right to refuse service to and/or cancel the membership of any member who, in the sole discretion of AAA or its service providers, engages in any of the following towards any AAA employees, associates and/or service providers:

- Verbal abuse
- Harassment or other bullying or intimidating behavior (for example, making obscene comments or using threatening body language or gestures, such as standing close to someone or shaking a fist at them)
- Aggressive or hostile acts (such as shouting, using profanity, throwing objects)
- Assault
- Behavior that causes another person emotional distress or creates a reasonable fear of injury or other adverse consequences, such as stalking
- Making threats, including without limitation, of a physical nature

Memberships that are canceled due to violations of AAA emergency road services terms and conditions are not eligible for any AAA services. Use of service after cancellation can result in billing for services rendered and/or forfeiture of membership dues.

## **MEMBERSHIP DUES CANCELLATION AND REFUND POLICY**

Your AAA membership dues are non-refundable unless you cancel your membership prior to 5:00 p.m. PST on the fifth day following the initiation or renewal of your AAA membership. You may cancel your membership over the phone, in writing, or by email. To cancel by phone, please contact Member Services at (800) 562-2582 and provide your account name, membership number, and authorization to cancel membership. To cancel in writing, please mail your account name, membership number, and authorization to cancel membership to Member Services at P.O. Box 91245, Bellevue, WA 98009-9843, or email it to [AAAOnlineHelp@aaawa.com](mailto:AAAOnlineHelp@aaawa.com). If you use mail to cancel your membership, the date and time of your cancellation will be deemed to be 4:00 p.m. PST on the postmark date of your cancellation notice. Otherwise, the date and time of your cancellation will be when Member Services receives your email or phone call. If you cancel within a timely manner, AAA will automatically refund your membership dues subject to the provisions of this paragraph. The cost of any emergency road services you received prior to the effective date of cancellation will be deducted from your refund. Refunds of \$5 or less will not be processed and refunds may be withheld if there is an outstanding balance on the membership account. The one-time enrollment fee is not refundable and will be deducted from your refund, if applicable.

AAA Washington membership is an annual commitment and requires full payment of annual dues. However, you may pay your annual dues in automatic monthly installments, plus a \$2 monthly service charge automatically charged to your credit card. All regular AAA Washington terms and conditions apply, including cancellation and refund policies and the maximum of four (4) emergency road service events per membership year

without incurring fees. Your monthly payments will continue until the full annual payment obligation has been completed, even if you have used the maximum service calls in the membership year. In addition, if your membership is canceled by AAA Washington for misuse or abuse of services or otherwise, you remain obligated to pay any portion of the annual membership dues that remains unpaid at the time of the cancellation. AAA Washington is authorized to charge that amount to your credit card at the time of cancellation. You can change your monthly payment plan to an annual payment plan at any time by paying the remainder of your annual membership dues. Members on a monthly payment plan who have a balance remaining and wish to start a new membership year must pay the balance due prior to reinstatement.

#### **WARRANTY DISCLAIMER; LIMITATION OF LIABILITY**

Except as expressly set forth herein, the emergency road services are provided without warranty of any kind, express or implied, and are provided "as is" and "as available." AAA shall have no liability for any indirect, incidental or consequential damages arising from or relating to emergency road services even if advised of the possibility of such damages.

#### **PRIVACY POLICY**

We gather information about you to conduct business on your behalf, provide superior service, and communicate offers on products and services that we believe will be of interest or benefit to you. [Click here](#) to read the general privacy practices for AAA Washington and the privacy practices for our websites.

#### **CHANGES TO TERMS AND CONDITIONS**

AAA Washington may amend these terms and conditions from time to time by posting a new version to its website at AAA.com. Changes will be effective upon posting to the website and will supersede any previous versions. Use of emergency road services following the posting of updated terms and conditions to the website will indicate your acknowledgment of, and agreement to be bound by, such changes. Membership dues, fees, and services are subject to change without notice.

Current terms and conditions for emergency road services may also be obtained at our retail locations or by requesting a copy by mail at:

AAA Washington  
Automotive Services Department  
3605 132nd Avenue Southeast  
Bellevue, WA 98006