

## OUR ADVICE

### > Submit the exact location of the truck:

A good intervention is determined by two main factors: the speed with which we can respond to your request and the price. Receiving the exact and correct location is key to provide quality service.

**Exact location** - Providing the exact location allows us to look for a solution to your breakdown immediately. This saves precious time which is otherwise wasted on waiting for clarification of the location and helps to avoid unnecessary/additional costs. The cost of sending a mechanic or crane on-site is charged per kilometre. Having them travel to an incorrect location will create additional costs. Providing exact GPS coordinates will eliminate any confusion about the location.

### > Explain the exact nature of the breakdown:

A thorough understanding of the breakdown enables us to enlist the most appropriate mechanic to deal with your problem. Pictures of the issue are particularly helpful.

### > Provide as many details as possible:

Giving as many relevant details as possible results in a faster intervention and prevents additional problems which might occur due to lack of information.

**Truck details** - licence plate number, brand, model, VIN number, manufacturing year, part number, tyre brand, model, etc.

**Driver's information** - name, phone number, languages spoken.

**The location** - GPS coordinates; On motorways please include the driving direction of the road

> **Tips to keep the breakdown costs lower:**

**Choose the repair time** - Interventions carried out outside garage business hours are always more expensive.

**Exit the motorway** - Due to safety and monopoly reasons motorway interventions are particularly expensive. If it is safe try to exit the motorway and stop in a safe place away from it.