

These Terms of Use are intended for use when reserving and using rental cars in Japan. Please check the Terms of Use applicable in each country from the Uqey app.

Article 1 (Uqey Roadside Assistance Service)

(Scope of Application)

1. These Terms shall apply to all use of the Uqey roadside assistance service (hereinafter referred to as “Roadside Assistance Service”) provided by the service providing company entrusted by TOKAI RIKKA CO., LTD. (hereinafter referred to as “Company”).
2. If you wish to use the Roadside Assistance Service, please use it after agreeing to these Terms. You will be deemed to have agreed to these Terms if you use the Roadside Assistance Service.

(Roadside Assistance Service Implementation System and Implementation Areas)

3. The Roadside Assistance Service will be implemented by Roadside Assistance Service operators, etc. (hereinafter referred to as “Service Provider”) entrusted by the service providing company.
4. The area covered by the Roadside Assistance Service shall be Japan, excluding some remote islands.

(Contents of the Roadside Assistance Service and Scope of Work)

5. Roadside Assistance Service means any rescue in the event of a failure of unlocking of a vehicle caused by the malfunction or problem with the Uqey system that occurs when using the Uqey service, and the contents of the Roadside Assistance Service are as follows.
 - (1) Unlocking work
Unlocking the door locks when the Uqey is malfunctioning

(Application for Use of the Roadside Assistance Service, etc.)

6. The person who intends to use the Roadside Assistance Service shall provide information on Uqey’s troubles as well as information necessary for the implementation of the Roadside Assistance Service.
 - (1) User’s name, address (in the case of corporate membership, the location of the corporation), and contact details
 - (2) Vehicle information (manufacturer, model, vehicle number)
 - (3) Telephone number and other contact details for the requester
 - (4) Contents of the rescue request
 - (5) Information about the rescue location
 - (6) Other information necessary for using the Roadside Assistance Service

7. If the use of the Roadside Assistance Service is no longer necessary after the application for use has been made, the application for the Roadside Assistance Service can be cancelled by phone up until the arrival of the Service Provider.

(Notes and Requests for Use of the Roadside Assistance Service)

8. When using the Roadside Assistance Service, we ask for your cooperation and understanding regarding the following points in order to ensure the smooth provision of the service.
 - (1) Contacting the relevant parties
If the Roadside Assistance Service is to be provided at a location managed by a third party, please contact the relevant parties, such as the manager of the facility, and obtain their consent.
 - (2) Roadside Assistance Service at home and in the parking lot
If the work location for the Roadside Assistance Service is the user's home or parking lot, the vehicle that will come to the rescue may be limited.
 - (3) Response when requests for rescue are concentrated
If there is a sudden increase in requests for rescue due to heavy rain, heavy snow, a disaster, etc., it may be difficult to get through on the phone, it may take time for the Roadside Assistance Service vehicle to arrive, or it may not be possible to arrive due to road conditions, etc.

(Compliance Matters when Using the Roadside Assistance Service)

9. When using the Roadside Assistance Service, the user must go through the service providing company. The Company will not compensate for any costs or damages incurred by the Roadside Assistance Service operator to which the user makes a request without going through the service providing company.

(Compliance Matters for Users)

10. When using the Roadside Assistance Service, the user must comply the following matters:
 - (1) Follow the instructions and warnings of the staff;
 - (2) In addition to being present during the Roadside Assistance Service work, provide the necessary cooperation to ensure the smooth and appropriate implementation of the Roadside Assistance Service; and
 - (3) Upon request by the staff, present the user's driver's license, vehicle inspection certificate, and other documents necessary for identification.

(Implementation of the Roadside Assistance Service)

11. The service providing company shall check the condition of the vehicle failure, the location of the failure, and other conditions of the vehicle comprehensively based on the user's request for rescue and shall endeavor to provide the most appropriate service in response to the situation.

(Usage Fees, etc. for the Roadside Assistance Service)

12. Within the scope of the service provision stipulated by these Terms, the usage fee for using the Roadside Assistance Service shall be free of charge, except in cases where the Service Provider's standby time or additional work is required.

(When the Roadside Assistance Service is not Available, etc.)

13. The Roadside Assistance Service will not be implemented in any of the following cases:
 - (1) Troubles caused by any of the following reasons
 - (i) A reason due to the user's intentional act or gross negligence
 - (ii) A reason caused by the user's smartphone (e.g., dead battery, poor signal, theft, loss, malfunction, etc.)
 - (2) When there is a risk of conflict with laws and regulations
 - (i) When the user of the vehicle violates or may violate laws and regulations such as driving without a license, driving under the influence of alcohol
 - (ii) When the consent of the administrator of the land, facilities, etc. has not been obtained for work to be carried out at the location where the Roadside Assistance Service is implemented
 - (iii) In other cases where there is any other risk that carrying out the work may lead to involvement in or encouragement of some kind of illegal activity
 - (3) When implementing the Roadside Assistance Service may cause new trouble or danger
 - (i) When the user cannot be identified when the door lock is unlocked (including cases where the user does not present identification documents such as a driver's license without a justifiable reason)
 - (ii) When the load is a hazardous material, and there is a risk of danger arising from implementing the Roadside Assistance Service
 - (iii) In other cases where it is judged that the implementation of the work may cause some kind of danger
 - (4) When it is difficult to respond due to the equipment, technology, or qualifications, etc. of the Service Provider
 - (i) When work that involves disassembly and maintenance of important safety components is required

- (5) When it is difficult to implement the Roadside Assistance Service due to natural or geographical conditions, or a dangerous work environment
 - (i) Off-limits areas, places where general vehicles cannot pass, or places where entry is expected to be dangerous
 - (ii) Areas where it is difficult to operate vehicles due to snow not having been cleared or flooding, etc.
 - (iii) Areas where it is judged to be dangerous to carry out work due to weather conditions or the surrounding situation
 - (iv) Areas such as remote islands where it is difficult to dispatch rescue vehicles
- (6) When it is difficult to implement smooth and appropriate Roadside Assistance Service
 - (i) When the user is judged to belong to the antisocial forces that threaten social order and safety
 - (ii) When the user does not comply with the compliance matters stipulated in Article 10
 - (iii) When the smooth implementation of the Roadside Assistance Service is hindered by rude words or actions at the time of request or use
- (7) Subsequent responses (or “other events”) in cases where it is determined that it is not due to Uqey when checking to see if the engine starts after the vehicle is unlocked
 - (i) Engine start failure due to running out of gas or a dead battery
 - (ii) When the engine cannot be started even when using the emergency function for a dead vehicle key battery
 - (iii) Other defects not caused by Uqey
- (8) When the user has already used Uqey Roadside Assistance Service during the rental car usage period

(Responsibility during the Roadside Assistance Service, etc.)

- 14. The Company shall not be liable for any damage incurred by the user or a third party due to inappropriate Roadside Assistance Service, even if the user is not negligent in the occurrence of such damage unless there is the intention or gross negligence on the part of the Company.

(Exemption due to Force Majeure)

- 15. If there is a sudden increase in requests for rescue due to heavy rain, heavy snow, a disaster, etc., or other force majeure, it may be difficult to get through on the phone, it may take time for the Roadside Assistance Service vehicle to arrive, or it may not be possible to arrive due to road conditions, etc. In such cases, the Company shall not be liable for any damage incurred

by the user or any third party unless there is the intention or gross negligence on the part of the Company, as in the case of the preceding paragraph.

(Application of Uqey Terms of Use)

16. For matters not stipulated in these Terms, the provisions of the Uqey Terms of Use shall apply.

(Effective Date of these Terms)

17. These Terms shall become effective on the date of the date of enactment.

Enactment on May 1, 2023

Revised on October 15, 2025