

Polestar

—

Customer Support &
Roadside Assistance



POLESTAR CUSTOMER SUPPORT AND ROADSIDE ASSISTANCE

Call toll free 1-800-806-2504 or visit online at Polestar.com/contact.

To contact us using Polestar Connect, press the black 'CONNECT' button in the ceiling console to connect with us immediately.

The Polestar Customer Support and Roadside Assistance team is available around the clock, 7 days a week. From taking care of your roadside assistance needs to answering general questions about your Polestar, our knowledgeable team members are ready to assist you any time day or night.



ROADSIDE ASSISTANCE SERVICES

Polestar Roadside Assistance gives you the highest form of vehicle protection available today. It starts the moment you receive your new Polestar and lasts four years.

General Roadside Services: Our roadside provider will change a flat tire, provide a lockout service, or recover the vehicle to the nearest EV charger to allow you to proceed to your destination.

Emergency Towing: We'll arrange to transport your vehicle to the nearest Authorized Polestar Service Point in the event a mechanical or electrical disablement renders your vehicle inoperative. In the event of a traffic accident, we'll arrange a tow to a Polestar Authorized Collision Repair Facility. Polestar will only cover Emergency Towing up to a distance of 150 miles (240 km) for the Polestar 2.

Trip Interruption: Expense benefits are provided in the event of a warranty related disablement up to \$500 (CAD\$650). Includes reimbursement for meals, lodging, car rental and commercial transportation expenses, such as travel arrangements to bring the vehicle and driver together after the vehicle has been repaired by an Authorized Polestar Service Point. For reimbursement, email receipts to customersupport@polestar.com.

When your Polestar vehicle is over 4 years old and out of warranty, additional Roadside Service plans are available for purchase, covering services such as tire changes, door unlocks and recovery to the nearest EV charger. To learn more, contact Polestar.com/contact.

Collision Repair

Should your Polestar vehicle be involved in an accident, please contact Polestar Customer Care. We will direct you to the nearest Polestar Authorized Collision Repair Facility to ensure it is repaired to factory specification.



POLESTAR CONNECT SUBSCRIPTION

For the first 4 years your Polestar will have a complimentary Polestar Connect subscription. Polestar Connect provides you with additional benefits and functionality within three areas:

Polestar Connect Mobile App (available through iTunes, Google Play Store, and Microsoft Store): Use the app to lock/unlock doors, precondition the cabin temperature, receive car warnings, view your driving journal and vehicle information, honk the horn and flash the lights, send directions to the car, update your calendar card, and contact Roadside Assistance.

Polestar Connect Button: Push the button to connect with us should you need roadside services or have general questions about your Polestar, 24/7.

Security Services: The Polestar Connect team can enable remote door unlock, provide theft alarm notification, stolen vehicle tracking, and in some areas, vehicle immobilization.

Polestar Automotive USA Inc. and Polestar Automotive Canada Inc. reserve the right to make changes to Roadside Assistance programs at any time.