

Welcome to Right2Drive, where we make a bad day better!

Knowing your rights

Our goal is to protect the rights of not at fault drivers like you, by providing you with an accident replacement vehicle while yours is off the road.

New Zealand law provides that in the event of an accident between two or more vehicles, the not at fault party is entitled to be returned to their pre accident position by the at fault party. Which in simple terms means that as the not at fault driver, you're entitled to a replacement vehicle similar to your own while yours is off the road, and your vehicle repaired back to pre-accident condition, with the costs covered by the at fault party.

Sound too good to be true? Check out the most recent [Court of Appeal decision](#) which involves Right2Drive supporting not at fault drivers.

About us

Right2Drive is proudly independent and has assisted more than 250,000 customers since we started in 2012. As an independent accident replacement vehicle provider, ***we are in no way connected with your insurer or any other insurance company.*** Which is what allows us to provide an exceptional customer experience along every step of your hire with us.

Your journey with Right2Drive comes ***at no cost to you, as is your legal right.*** If the at fault party has a valid policy of insurance and conditions are met, we recover the costs from the insurance company of the at fault driver. In cases where we find the at fault driver does not hold a valid policy, we are unable to proceed with the hire.

Important Information about your upcoming hire

Before commencing your Right2Drive journey, we want to make sure that you are aware of each step of the process to ensure you have the best possible experience.

Documentation

- Right2Drive rents a vehicle to you, and all agreements, invoices and necessary documents will be in your name as the hirer.

No Upfront Costs

- We will provide you with a replacement vehicle on a credit hire basis, meaning the vehicle is provided without requiring payment upfront.
- We will still require you to provide a valid credit card to cover incidental costs such as tolls, infringements (fines) and fuel, just as you would cover in your own vehicle.

Hire Duration (Subject to Approval)

- Once we have confirmed the at fault driver has lodged a valid insurance claim for your accident, our vehicle is provided to you for the entire duration of your repair process or until you receive your total loss payout.
- It is necessary for you to ensure that there are no delays in your repair process or the settlement of the total loss payout.

Cost of our services

- Upon the completion of your hire, the invoice for payment will be made out to you, however it will be provided to the at fault party and/or their insurer along with a letter requesting payment on your behalf – as is your legal right.
- Our daily hire rates and fees are consistent with all the big name rental providers.
- We may require your assistance during the recovery process. Assistance includes re-confirmation of the facts related to the accident and authorising legal proceedings in your name with the at fault party as the defendant, and otherwise co-operating as required.
- In some cases, your assistance may be required well after your hire has finished – this is because we can't start the recoveries process until your hire is complete.
- ***Provided you have been honest in your application and assist as agreed, there will never be anything for you to pay*** – we are happy to indemnify you on this basis.

We know this might seem like a lot of information to take in, but we pride ourselves on being transparent and upfront, so we can address any concerns you may have prior to your hire.

In short, all we may ever ask of you is your time, and we limit the impact on that as much as possible.

We think that's a pretty good deal for having a like for like replacement vehicle while your vehicle is off the road. And for the majority of our customers, we won't require any assistance, and from the few that we do, the assistance required is minimal.

For more information about your upcoming journey with us, [check out this short video](#).

And if you're still on the fence, see what our customers have said about us on [Product Review](#), where we have a 4.8 star rating.

If the at fault driver or their insurer contacts you directly or suggests that costs are not recoverable, we ask that you refer the matter to us and we will respond on your behalf, as this is not correct.

Now that we've got you up to speed, one of our team will be in touch soon to get you back on the road!

Kind Regards,

The Team at Right2Drive

[Terms & conditions apply](#)