



# ŠKODA 3 and 5 Year Service Pack Terms & Conditions

## 1. In these Terms and Conditions:

**Authorised ŠKODA Dealer** means a dealer appointed by ŠKODA to sell new and /or demonstrator ŠKODA vehicles of the kind marketed from time to time by ŠKODA in Australia and/or to perform ŠKODA warranty service on such vehicles.

**Eligibility Period** means the period commencing at the ŠKODA New Vehicle Warranty Start Date and expiring at the earlier of:

- a) Three (3) years/45,000km (whichever occurs first) for the scheduled Servicing component in respect of the ŠKODA 3 Year Service Pack.
- b) Five (5) years/75,000km (whichever occurs first) for the scheduled Servicing component in respect of the ŠKODA 5 Year Service Pack.

**Eligible Model List** means the list of model variants to which the ŠKODA Service Pack Program applies, as updated from time to time ([click here](#) to view the "Eligible Model List").

**Eligible Vehicles** means all model variants, which have purchased either the ŠKODA 3 Year Service Pack or 5 Year Service Pack up to 1 year after first registration and sale by an Authorised ŠKODA Dealer. It excludes;

- a) privately imported vehicles; and
- b) 'grey import' vehicles, i.e. vehicles imported other than through authorised ŠKODA channels for the purpose of resale.

**Scheduled Services** means for all Eligible Vehicles;

- a) The first three (3) standard scheduled service intervals which are scheduled to occur at every 15,000km/12 month interval (whichever occurs first) in respect of the ŠKODA 3 Year Service Pack.
- b) The first five (5) standard scheduled service intervals which are scheduled to occur at every 15,000km/12 month interval (whichever occurs first) in respect of the ŠKODA 5 Year Service Pack.

**Service Schedule – ŠKODA** means the official service schedule for all Eligible Vehicles (as per the factory standards) as may be amended from time to time.

**ŠKODA** means ŠKODA Australia a division of Volkswagen Group Australia Pty Ltd, ABN 14 093 117 876.



**ŠKODA Service Pack** means the program contemplated by these terms and conditions.

**ŠKODA New Vehicle Warranty Start Date** means:

- a) in the case of a vehicle which is a company, dealership or demonstrator vehicle, the date on which the vehicle is first registered by ŠKODA or an Authorised ŠKODA Dealer; or
- b) In all other cases the date on which the vehicle is delivered to its first owner by the selling authorised ŠKODA Dealer.

**Pursuant and subject to these Terms and Conditions, the ŠKODA Service Pack is available to be purchased on Eligible Vehicles at authorised ŠKODA Dealers only. Only authorised ŠKODA Dealers can perform Warranty repairs.**

## **2. What is covered under ŠKODA Service Pack**

The scheduled service element of the ŠKODA Service Pack will cover the standard items in each Scheduled Service as set out in the Service Schedule – Passenger Vehicles. The standard items in each Scheduled Service are (subject to condition 3 below and the Service Schedule – Passenger Vehicles):

- a) Labour;
- b) Parts;
- c) Lubricants; and
- d) Sundries which includes items such as oil and waste recycling and or removal, workshop supplies etc.

Additional items notated in the Service Schedule - Passenger Vehicles that are time based such as brake fluid replacement and pollen filter will be provided if their replacement becomes due whilst the vehicle is within the eligibility period.

It is your responsibility to ensure that you present your vehicle at a participating authorised ŠKODA Dealer for servicing at each Scheduled Service interval. If you miss any Scheduled Service, the eligibility of a vehicle for the due Scheduled Service will lapse and the scheduled servicing element of the ŠKODA Service Pack will not apply for that particular service.

As some driving conditions place more stress and strain on your vehicle, some maintenance procedures may be required to be performed more regularly than the Scheduled Services. Your participating authorised ŠKODA Dealer can advise you on the benefits of intermediate servicing in line with your vehicle's operating conditions. Intermediate services are not covered under the ŠKODA Service Pack.



### 3. ŠKODA Service Pack (Servicing) does not include the following items:

- Tyre rotation and balancing and wheel alignment where required;
- Repair of accident damage to anybody, driveline or chassis components;
- Additional maintenance due to modification from original specification;
- Normal wear and tear consumable items and parts requiring additional maintenance (including but not limited to clutch linings, brake discs and pads, brake linings, wiper blades, globes of all types (excluding Bi Xeon and LED), fuses, trims, brakes, diesel particulate filters, catalytic converters, all belts, water pumps, tyres, spark plugs, filters, Satellite Navigation update disks and all other parts of your vehicle that have been subject to normal wear and tear);
- Items or work required as a result of vehicle misuse or abuse or as a result of the vehicle not being driven in accordance with the manufacturer's specifications and guidelines;
- Additional fluids and additives not specified in the Service Schedule -Passenger Vehicles;
- Adjustments not specified in the Service Schedule – Passenger Vehicles;
- Additional maintenance and repairs that may be recommended by your authorised ŠKODA Dealer to suit your individual driving characteristics;
- Service or maintenance of non-genuine ŠKODA parts;
- Service, fitment or maintenance of any accessories, including ŠKODA accessories.

Please note: Participating authorised ŠKODA Dealers are required to advise you if any additional service or maintenance work is required. You should be informed prior to that work being undertaken and your consent should be requested and obtained before the participating authorised ŠKODA Dealer undertakes the additional service or maintenance work.

### 4. Transfers

The entitlements of the ŠKODA Service Pack remain with the Eligible Vehicle if the original owner on-sells the Eligible Vehicle provided that:

- a) The vehicle was originally purchased with a ŠKODA Service Pack; and
- b) Any scheduled servicing has been carried out as per the ŠKODA Service Pack program.