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ŠKODA Service and Maintenance Subscription Terms and Conditions

General information

The service and maintenance subscription set out in these Service and Maintenance Subscription Terms and Conditions are given by Volkswagen Group Australia Pty Limited ABN 14 093 117 876 trading as ŠKODA Australia (ŠKODA Australia) of 24 Muir Road, Chullora NSW 2190, and applies to the new ŠKODA Kamiq vehicles sold after 1 September 2020.

The Service and Maintenance Subscription is a product of ŠKODA Australia (your contract partner), and the monthly subscription payment is facilitated by ŠKODA Financial Services on behalf of ŠKODA Australia.

Please read this document carefully. It describes what is included in the Service and Maintenance Subscription, what is not covered by the Service and Maintenance Subscription (either by reference to types of claims or the period of time during which an issue may arise) and a consumer's rights which continue to apply under the Australian Consumer Law.

You may contact us by email on hello@myskoda.com.au or by phone on 1800 607 540.

Subscription Eligibility

- a) To subscribe to a Service and Maintenance Subscription you must be 18 years or older and are the vehicle owner.
- b) Provide us with bank details and permission for direct debit for an account at an Australian Bank in your name. The details you enter to register for a Service and Maintenance Subscription will be used to set up your monthly direct debit.
- c) Service and Maintenance Subscription are applicable on new and demonstrator vehicles up to 30 days after the warranty start date
- d) Includes vehicles used for commercial use, including Rental vehicles, Hire Car, Taxi, Courier vehicle, Driving School vehicle, Security vehicle or Bus and Tour vehicles, but only up to 40,000km per year. Customers who drive 40,000km or more in twelve (12) month intervals in the nominated vehicle will be charged an excess fee. Refer to the excess fees on page 3.
- e) Twelve (12) month intervals are calculated from the warranty start date



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Benefits

Your subscription to Service and Maintenance Subscription entitles you to benefits subject to you also complying with your obligations under this subscription agreement. As a subscriber you will enjoy the following benefits in relation to your nominated vehicle:

- a) Up to 10 scheduled services performed, which are scheduled to occur at every 15,000km/12 month interval (whichever comes first) as set out in the Service Schedule – ŠKODA
- b) No limits on the number of times you can have your maintenance items replaced subject to complying with the inclusions and exclusions table.
- c) Scheduled services and maintenance repairs can be performed at any ŠKODA authorised service centre
- d) Removes time cost and inconvenience of requesting quotes
- e) Peace of mind knowing your vehicle has been serviced with the use of genuine parts carried out by factory trained technicians
- f) All ŠKODA genuine parts replaced under the Service and Maintenance Subscription are covered by a two (2) year unlimited kilometre ŠKODA Parts Warranty. This warranty should not be read as excluding, restricting or modifying your rights and remedies under the Australian Consumer Law (ACL). The benefits to a consumer given by these warranties are in addition to the other rights and remedies of the consumer under the ACL in relation to the goods and services to which the warranties relate.

When your subscription starts

Your subscription starts on the first direct debit date subject to the following:

- a) You providing accurate details about you and your vehicle so that ŠKODA Australia can register your vehicle as a Nominated Vehicle;
- b) ŠKODA Australia reserves the right to reject any vehicle for a service and maintenance subscription without giving any reason for doing so

Pricing

Tier	Maximum Kilometres per 12 Month Intervals	Monthly Fee*
1	Up to 15,000	\$99.00
2	Up to 20,000	\$129.00
3	Up to 30,000	\$189.00
4	Up to 40,000	\$249.00

*These monthly fees are valid until 31 December 2020. Every year, ŠKODA will review pricing and benefits of your Service and Maintenance Subscription. On or before 31 December each year, ŠKODA will publish the new monthly fee that will be applicable from, and remain valid for the following calendar year only.



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- a) In order to claim your first scheduled service, or have your maintenance items replaced, you need to have made at least two (2) monthly payments. If direct debit payments are dishonoured the subscription will be placed on hold until they are up to date.
- b) ŠKODA Australia reserves the right to at any time modify or discontinue the ŠKODA Service and Maintenance Subscription program. In the event this occurs, you will not be entitled to a refund of any fees that you have already paid in respect of your ŠKODA Service and Maintenance Subscription.
- c) Your authorised ŠKODA authorised service centre will record your kilometres at each workshop visit and will adjust your subscribed tier via ŠKODA Financial Services if;
 - i. Your current kilometres has/will exceed your selected kilometre allowance
 - a) Changes to your subscription monthly fee will apply to subsequent billing cycle
 - b) An excess fee will be charged at your next direct debit for exceeding the kilometres on your selected tier. Please refer to the excess fees table below.

	If you exceed	>16,500km	> 21,500km	> 31,500km	>41,500km
Selected subscription plan	Tier 1	\$ 270.00	\$ 270.00	\$ 540.00	\$ 750.00
	Tier 2		\$ 360.00	\$ 360.00	\$ 600.00
	Tier 3			\$ 300.00	\$ 300.00
	Tier 4				\$ 300.00

- ii. If you have not met your set kilometre allowance at your next scheduled service booking, and you are eligible for a lower tier, your ŠKODA authorised service centre will on your request adjust your subscription to the appropriate tier. Changes to your subscription will apply to subsequent billing cycles. Payments are non-refundable and we do not provide refunds or credits for adjustments to a lower tier.



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Inclusions and exclusions

Scheduled Service & Roadside Assistance		
✓	Scheduled Service	At every 15,000km or 12 months (whichever comes first)
✓	Courtesy loan vehicle	At every Scheduled service as per above ¹
✓	ŠKODA Roadside Assistance	Eligible for service Initiated Roadside Assistance (SIRA). Please refer to https://www.skoda.com.au/owners/roadside-assistance
Maintenance		
✓	Engine oil top up	Applicable at every workshop visit
✓	Battery Replacement	Replaced if worn out
✓	Remote Key Batteries	
✓	Front & Rear Brake Discs	
✓	Front & Rear Brake Pads	
✓	Tyres (includes wheel balance, wheel alignment and recalibration) ²	
✓	Front & Rear Wiper Blades	

1. Courtesy loan vehicles are subject to availability. Please contact your local authorised service centre and book in advance.
2. Excludes tyre rotation

The above wear and tear inclusions will not be covered by the ŠKODA Service and Maintenance Subscription if it is in relation to;

Damage	Any defects resulting from an accident, impact, fire or illegal use or malicious or accidental damage to your vehicle (including damage by a third person).
Fuel, oil and Lubricants	Additional fluids and additives not specified in the inclusions table above
Misuse	Any defects resulting from (i) driver negligence, misuse or abuse; (ii) loading or towing beyond the specified load and capacity; (iii) driving the vehicle after the loss of fluid such as coolant, oil, refrigerants to below the levels required in the Owner's Manual or after warning systems have advised the driver to stop the vehicle; (iv) driving the vehicle in off road conditions beyond the designed or intended use of the vehicle; or (v) tampering or disconnection.
Modifications	(i) Any modifications, dismantling, or other alterations that have not been approved by ŠKODA Australia, and any defect caused by changes to original equipment and the fitment of non-approved parts or accessories; (ii) the changing of ECUs or the upgrading of software within any ECUs in the vehicle relating to any systems; (iii) non-approved rust treatments and paint or fabric protection and window tinting; or (iv) any alterations that have changed the design or performance from that originally supplied by ŠKODA Australia



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Motorsport	Any parts that have been damaged or affected by any form of motorsport such as racing, speed trialling, track days, hill climbing and rallying or similar activities.
Overloading	Any defects resulting from the vehicle being subjected to overloading, even if the overloading is only momentary.

The determination of eligible wear and items that qualify for replacement remains with your ŠKODA authorised service centre and ŠKODA Australia.

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.

ŠKODA Roadside Assist

Every new ŠKODA vehicle includes a one-year complimentary membership to our ŠKODA Roadside Assist (24-hours roadside assistance), from the warranty start date. In the unlikely event your car breaks down, just call 1800 607 954 anywhere in Australia, anytime.

Your vehicle is eligible for service Initiated Roadside Assistance (SIRA for short) under the Service and Maintenance Subscription program. For further details, please see our ŠKODA Roadside Assist terms, which are accessible on our website:

<http://www.skoda.com.au/owners/roadside-assistance>.

In the event your scheduled service is performed more than 12 months apart, your Roadside Assistance policy will not remain active, however your claim will still be honoured for roadside assistance as long as are not in arrears with your payments. Please call 1800 607 540 for further assistance.

Cancellation

- a) You can cancel your Service and Maintenance Subscription by giving ŠKODA Australia notice at least 14 days before the next direct debit due date via email or telephone;
 - I. Ph. 1800 607 540
 - II. hello@myskoda.com.au

- b) You may wish to keep a copy of your cancellation notification for your own records. If you send us your cancellation notice by email, then your cancellation is effective from the date you sent us the email.

- c) Our Service Subscription is non-refundable, however the subscription stays with the vehicle and can be transferred to a new owner. If you are planning on selling the vehicle and would like to transfer the subscription to the new owner please have the new owner contact us via email or telephone to initiate the transfer;
 - I. Ph. 1800 607 540



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II. hello@myskoda.com.au

- d) We do not provide refunds or credits for;
 - I. Unclaimed or missed scheduled services, and maintenance items
 - II. Unclaimed or missed scheduled services, and maintenance items if your vehicle is written off, damaged beyond repair or scrapped (disposed of).
- e) The entitlements of the Service and Maintenance Subscription remain with the vehicle. It is the responsibility of the subscriber to cancel the subscription if the eligible vehicle is on-sold to a new owner as payments are non-refundable and we do not provide refunds or credits.

Termination and Cancellation of your Subscription

ŠKODA Australia reserves the right to cancel your registration as a subscriber at any time for any reason and without notice, including without limitation, if:

- a) We discover or have reason to suspect that the information or details you have provided to us about yourself is false, misleading, inaccurate or incomplete.
- b) We discover or have reason to suspect misuse of the subscription, and claiming your scheduled service, and or wear and tear items.

Privacy

By accepting the services and benefits set out in these Service Subscription Terms and Conditions, you agree to your personal information being used and disclosed for the purpose of providing services, and for the purpose of providing information about other products and services offered by your local selling ŠKODA Dealer, ŠKODA Australia and ŠKODA Financial Services and its related companies. For further information, please see our privacy policy available on ŠKODA's website at <http://www.skoda.com.au/about/privacy-policy>.

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) Ten (10) years/150,000km (whichever occurs first) for the scheduled Servicing component in respect of the entirety of the service subscription.

Eligible Model List means the list of model variants to which the ŠKODA Service and Maintenance Subscription Program applies. This is available at www.skoda.com.au.

Eligible Vehicles means all model variants, which have signed up to the ŠKODA Service and Maintenance Subscription 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.

ŠKODA Financial Services means VWFS Pty Ltd ABN 20 097 071 460

Scheduled Services means for all Eligible Vehicles, each standard scheduled service interval which are scheduled to occur at every 15,000km/12 month interval (whichever occurs first) as set out in the Service Schedule – ŠKODA.

Service Schedule - 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 and Maintenance Subscription means the program contemplated by these terms and conditions.

ŠKODA Service and Maintenance Subscription subscriber means the person signing the agreement

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



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- b) In all other cases the date on which the vehicle is delivered to its first owner by the selling authorised ŠKODA Dealer.

Wear and Tear means any parts and accessories that wear out as part of their normal operation (e.g. clutch linings, brake discs and pads, brake linings, wiper blades, globes of all types (excluding bi xenon and LED), fuses, trims, petrol and diesel particulate filters, catalytic converters, all belts, tyres, spark and glow plugs, shock absorbers, wheel bearings, and ball joints, filters, fuses, dry cell batteries, satellite navigation update discs, textile and rubber floor mats, gas struts, cargo liner, tub liner and all other parts and accessories of your vehicle that have been subject to normal wear and tear.

Pursuant and subject to these Terms and Conditions, the ŠKODA Service and Maintenance Subscription is available to be purchased on selected vehicles at authorised ŠKODA Dealers only.

The scheduled service element of the ŠKODA Service and Maintenance Subscription will cover the standard items in each Scheduled Service as set out in the Service Schedule – ŠKODA 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.

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 and Maintenance Subscription 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 and Maintenance Subscription.