

## Terms and conditions.

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### 1. General

These Terms and Conditions (which incorporate the Frequently Asked Questions) are for the Hyundai Pre-Paid Service Plan, available at Participating Hyundai Dealers from 1 January 2016. Hyundai may amend these Terms and Conditions (including but not limited to adding or removing eligible vehicles, varying or withdrawing the Pre-Paid Service Plan) from time to time without notice. Amended Terms and Conditions will be published at [www.hyundai.com.au](http://www.hyundai.com.au) and will take effect immediately on their publication, unless otherwise stated.

### 2. Definitions In these Terms and Conditions:

**Hyundai** means Hyundai Motor Company Australia Pty Ltd ACN 008 995 588.

**Participating Hyundai Dealer** means a dealer Hyundai appoints to sell new and/or demonstrator Hyundai vehicles of the kind Hyundai markets from time to time and/or to perform warranty repairs and/or servicing of such vehicles, and who chooses to participate in the Pre-Paid Service Plan.

**Pre-Paid Service Plan** means the Hyundai Pre-Paid Service Plan contemplated in these Terms & Conditions.

**Scheduled Maintenance Service** means the standard scheduled maintenance vehicle services recommended by the manufacturer or specified in the Service Passport, excluding the first 1,500km/3 month service. For further details refer to Question 3 in the FAQ's below.

**Service Passport** means the official Hyundai service and warranty passport booklet or logbook supplied with the Hyundai vehicle at the time of new purchase, which includes warranty, maintenance and service records.

### 3. Hyundai Pre-Paid Service Plan Under Hyundai Pre-Paid Service Plan:

Hyundai owners may, either at the time of vehicle purchase or at any time up to and including when they obtain their Hyundai's first Scheduled Maintenance Service, choose to pre-pay for:

- (a) their vehicle's first 3, 4 or 5 Scheduled Maintenance Services (non-turbo petrol vehicles and diesel vehicles); or
- (b) their vehicle's first 6, 8 or 10 Scheduled Maintenance Services (for turbo petrol vehicles requiring schedule maintenance services every 6 months/7,500km, whichever comes first).

The Pre-Paid Service Plan also incorporates:

- (c) Hyundai owners who choose to buy a Pre-Paid Service Plan will also receive Roadside Support for the duration of their Pre-Paid Service Plan; and
- (d) If a Hyundai owner sells their Hyundai vehicle before redeeming all Scheduled Maintenance Services they pre-purchased under the Pre-Paid Service Plan, those remaining pre-paid Scheduled Maintenance Services are transferable to subsequent owners of the vehicle.

#### **Commencement Date:**

The Pre-Paid Service Plan commences on 1 January 2016.

#### **Eligible Vehicles:**

Subject to the exclusion noted below, the Pre-Paid Service Plan is available for all Hyundai passenger, SUV and light commercial vehicles sold after 1 September 2015. Hyundai vehicles not imported into Australia by Hyundai Motor Company Australia Pty Ltd ABN 58 008 995 588, such as “grey import” and privately imported vehicles, are not eligible for the Pre-Paid Service Plan.

## **4. Frequently Asked Questions**

### **Q1: How is the price for Pre-Paid Service Plans calculated?**

A: Pre-Paid Service Plan pricing is simply calculated by adding together the prices that your Participating Hyundai Dealer charges for the relevant Scheduled Maintenance Services under the Hyundai Lifetime Service Plan, as at the date that you buy a Pre-Paid Service Plan and for the number of Scheduled Maintenance Services that you pre-purchase. Your Participating Hyundai Dealer can advise you of their prices for all Pre-Paid Service Plans. For details of recommended pricing and quotations, please use the Pre-Paid Service Plan Calculator by visiting [www.hyundai.com.au/Pre-Paid](http://www.hyundai.com.au/Pre-Paid).

### **Q2: What is a “Scheduled Maintenance Service”?**

A: Scheduled Maintenance Services are the scheduled maintenance services recommended by the vehicle manufacturer and specified in the Service Passport. Scheduled Maintenance Services are of limited scope. See FAQ's 3 and 4 below for details of what is and is not covered.

### **Q3: What is covered under a Pre-Paid Service Plan?**

A: Each Pre-Paid Service Plan covers the standard items in each Scheduled Maintenance Service as published in the eligible vehicle's Service Passport, under the Pre-Paid Service Plan that is purchased. The standard items in each Scheduled Maintenance Service are:

- (a) labour;
- (b) parts;
- (c) lubricants; and
- (d) sundries such as oil and waste recycling and/or removal, workshop supplies etc.

The 1,500km / 3 month (whichever comes first) service is not covered in any Pre-Paid Service Plan as it is complimentary and included with the purchase of any new Hyundai vehicle.

#### **Q4: What is not covered?**

A: Additional service / repair items which are not itemised within the relevant “maintenance schedule” specified for the relevant service interval are not covered for the pre-purchase price. These include:

- (a) any item identified as requiring additional maintenance due to particular driving conditions (as per the Service Passport), vehicle misuse or abuse or driver negligence;
- (b) any item requiring maintenance that has been modified from the original manufacturer
- (c) any item requiring service or replacement as a result of wear & tear and consumable items requiring periodic maintenance or replacement such as:
  - (i) tyres;
  - (ii) brake pads & rotors, clutch components;
  - (iii) wheel alignments, rotation & balances;
  - (iv) batteries;
  - (v) wiper blades / rubbers;
  - (vii) fuses, light bulbs and the like
- (d) any fluids not specified within the normal scheduled maintenance, use of non-recommended, inappropriate or dirty fuel, oils, fluids, lubricants, coolants, refrigerants or water;
- (e) additional maintenance due to the fitment or use of non-genuine parts or non-genuine accessories;
- (f) repair of accident damage to any component of the vehicle necessitating additional maintenance;
- (g) adjustments not specified within the normal scheduled maintenance;
- (h) multi (catch up) servicing.

#### **Q5: What if a vehicle requires or a Participating Hyundai Dealer wishes to recommend additional work to the vehicle, at the time of performing a Scheduled Maintenance Service under a Pre-Paid Service Plan?**

A: When a Scheduled Maintenance Service is being undertaken under a Pre-Paid Service Plan, Participating Hyundai Dealers must advise customers if any additional service or maintenance work is required, inform customers of any additional charges for that work (IE, in addition to the amount already paid for the Pre-Paid Service Plan) prior to that work being undertaken and obtain the customer’s consent before undertaking the additional service or maintenance work.

#### **Q6: Where must I take my Hyundai to redeem its Scheduled Maintenance Services under a Pre-Paid Service Plan?**

A: Scheduled Maintenance Services under a Pre-Paid Service Plan can only be performed at a Participating Hyundai Dealer.

**Q7: What if a customer misses a pre-paid Scheduled Maintenance Service?**

A: If a customer does not redeem a Scheduled Maintenance Service or for some reason the Scheduled Maintenance Service is not performed in accordance with the recommended service schedule specified in the Service Passport (for example, a service may be recommended for “12 months / 15,000km, whichever comes first”), the Participating Hyundai Dealer will determine the best way forward for the customer on a case by case basis. In all cases the Participating Hyundai Dealer will endeavour to get the vehicle back into the recommended scheduling for Scheduled Maintenance Services specified in the Service Passport of the vehicle, so that the customer receives the number of services under the Pre-Paid Service Plan that they purchased.

**Q8: When must I redeem the pre-paid services under a Pre-Paid Service Plan?**

A: Scheduled services under a Pre-Paid Service Plan should be redeemed at:

**- Petrol (non-turbocharged) and diesel engines**

- o ± 4 months of your scheduled service
- o ± 5, 000 KM from your scheduled service

**- Petrol (turbocharged) engines**

- o ± 2 months of your scheduled service
- o ± 3, 000 KM from your scheduled service

**Q9: Can I redeem my pre-paid services under a Pre-Paid Service Plan at any Hyundai dealer?**

A: Pre-paid services under a Pre-Paid Service Plan can only be redeemed at any Participating Hyundai Dealer.