

## Škoda Service Packs

### Terms and Conditions

The services set out in this Škoda Service Pack are provided by Volkswagen Group Australia Pty Ltd ABN 14 093 117 876 trading as Škoda Australia (Škoda) of Level 7, 895 South Dowling Street, Zetland New South Wales 2017 and applies to the purchase and operation of Škoda Service Pack.

Please read this document carefully. It describes what is included in the Škoda Service Pack, what is not included (either by reference to types of issues or services) and a consumer's rights which continue to apply under the Australian Consumer Law.

There are nine Škoda Service Packs available for purchase by retail customers, which are set out in this document:

#### **Škoda petrol and diesel vehicles are eligible for the following six Service Packs:**

1. 3 Year Service Pack (covering the first 3 scheduled services);
2. 5 Year Service Pack (covering the first 5 scheduled services);
3. 7 Year Service Pack (covering the first 7 scheduled services);
4. 2 Year Top-up Service Pack (covering 6th and 7th scheduled services);
5. 4 Year Top-up Service Pack (covering 4th, 5th, 6th and 7th scheduled services); and
6. 4 Year Service Pack (covering the next 4 scheduled services).

#### **Škoda electric vehicles are eligible for the following three Service Packs:**

7. 6 Year Service Pack (covering the first 3 scheduled services);
8. 8 Year Service Pack (covering the first 4 scheduled services); and
9. 10 Year Service Pack (covering the first 5 scheduled services).

### **1. In these Terms and Conditions:**

- **Authorised Škoda Dealer** means a dealer authorised by Škoda to sell new and/or demonstrator or used Škoda vehicles, parts and accessories and/or to perform Škoda warranty service and repairs on such vehicles. Only EV Certified Škoda Dealers can service electric Škoda vehicles.
- **Eligibility Period** means the period commencing at the Škoda New Vehicle Warranty Start Date and expiring at the earlier of:
  - a) 3 Years/45,000km (whichever occurs first) for the scheduled servicing component in respect of the 3 Year Service Pack.
  - b) 5 Years/75,000km (whichever occurs first) for the scheduled servicing component in respect of the 5 Year Service Pack.
  - c) 7 Years/105,000km (whichever occurs first) for the scheduled servicing component in respect of the 7 Year Service Pack.
  - d) 6 Years/90,000km (whichever occurs first) for the scheduled servicing component in respect of the 6 year Service Pack.
  - e) 8 Years/120,000km (whichever occurs first) for the scheduled servicing component in respect of the 8 year Service Pack.

- f) 10 Years/150,000km (whichever occurs first) for the scheduled servicing component in respect of the 10 Year Service Pack

Or

means period from 6th year or 4th year from New Vehicle Warranty Start Date for 2 & 4 year Top-up packs respectively, and expiring at the earlier of:

- g) 2 Years (from 6th Year/90,000km till 7th Year /105,000km (whichever occurs first) for the scheduled servicing component in respect of the 2 Year Top-up Service Pack.
- h) 4 Years (from 4th Year/60,000km till 7th Year /105,000km (whichever occurs first) for the scheduled servicing component in respect of the 4 Year Top-up Service Pack.

Or

means the period for used vehicles:

- i) 4 Years or total of 60,000km (whichever occurs first) after the 4 Year Service Pack has been added to the vehicle.

- **Eligible Model List** means the list of model variants to which a Škoda Service Packs applies, as updated by Škoda from time to time (see <https://www.skoda.com.au/models/range#any> for current model variants).
- **Eligible Vehicle** means any model variant set out in the Eligible Model List that is sold by an Authorised Škoda Dealer, which have purchased either a 3 Year, 4 Year, 5 Year, 6 Year, 7 Year, 8 Year, 10 Year, 2 Year Top-up and 4 Year Top-up Škoda Service Packs.
- **Exclusion** means an item that is excluded from coverage in the Škoda Service Pack, including any item listed in section 8 of this document.
- **First Purchaser** in respect of a vehicle, means the person who first purchased the vehicle from an Authorised Škoda Dealer.
- **Service Initiated Roadside Assist or SIRA** means the Škoda Roadside Assist program provided by 365 Assistance Pty Ltd ABN 59 160 076 200 trading as '365 Assistance' ('365'), under an arrangement with Volkswagen Group Australia Pty Limited ABN 14 093 117 876.
- **Scheduled Services** means the scheduled services to which you are entitled under the Škoda Service Pack which cover the cost of parts, labour and fluids for the service items recommended at each Service Interval by the vehicle manufacturer. The Schedule Services are limited to the items referred to in section 5 of this document.
- **Service Interval** for petrol and diesel vehicles, means each interval of 15,000 kilometres or 12 months (whichever occurs first) within the Eligibility Period. For

electric vehicles, means each interval of 30,000 kilometres or 24 months (whichever occurs first) within the Eligibility Period.

- **Service Schedule** means the official service schedule for all Eligible Vehicles (as per the factory standards) as may be amended from time to time.
- **Terms and Conditions** means the terms and conditions set out in this document.
- **Škoda** means Škoda Australia a division of Volkswagen Group Australia Pty Ltd (ABN 14 093 117 876).
- **Škoda Assist** for petrol and diesel vehicles, means the one-year roadside policy that comes with every new Škoda, commencing on the Škoda New Vehicle Warranty Start Date. For electric vehicles, means the two-year roadside policy that comes with every new Škoda, commencing on the Škoda New Vehicle Warranty Start Date.
- **Škoda New Vehicle Warranty Start Date** means the date when a new Škoda vehicle is delivered to the customer or is put into operation by an Authorised Škoda Dealer as a dealer demonstrator or service loan vehicle, in all cases, as recorded in VGA systems.
- **Škoda Owner's Manual** means the booklet that is supplied with a Škoda vehicle outlining instructions on how to use the vehicle.
- **Škoda Service Pack** means the purchase of vehicle servicing upfront for a specific time period as stated on [www.skoda.com.au](http://www.skoda.com.au) pursuant to these Terms and Conditions.
- **Your Responsibilities** means the responsibilities of the customer, as set out in section 6 of this document.

Subject to these Terms and Conditions, the Škoda Service Packs are available for purchase in respect of an Eligible Vehicle at the price or rate listed on Škoda's website at: <https://www.skoda.com.au/promotions/promotion-detail/service-pack-pricing>.

During the Eligibility Period the relevant Service items included within the Škoda Service Pack will be carried out for no charge at any Authorised Škoda Dealer, subject to the Exclusions and Your Responsibilities. A list of Authorised Škoda Dealers is available at [www.skoda.com.au](http://www.skoda.com.au) or otherwise advise customers of such dealers by any other means.

## **2. When can a Škoda 3, 5 or 7 Year Service Pack be purchased?**

The applicable Škoda Service Packs can be purchased for Eligible Vehicles (petrol and diesel) before first Service Schedule, with an odometer reading of no more than 15,000 km, and no more than 12 months since the commencement of the Škoda New Vehicle Warranty Start Date.

## **3. When can a Škoda 6, 8 or 10 Year Service Pack be purchased?**

The applicable Škoda Service Packs can be purchased for Eligible Vehicles (electric) before first Service Schedule, with an odometer reading of no more than 30,000 km, and no more than 24 months since the commencement of the Škoda New Vehicle Warranty Start Date.

## **4. When can a Škoda 2 Year Top-up Service Pack be purchased?**

The applicable Škoda 2 Year Top-up Service Pack can be purchased for Eligible Vehicles (petrol and diesel) with below criteria:

- Vehicle age on the date of request to be under 58 months from RDA
- Mileage (odometer reading no more than 90,000kms)

- Should not have carried out 72months/90,000kms Scheduled Service
- Vehicle has a Škoda 5 Year Service Pack

#### **5. When can a Škoda 4 Year Top-up Service Pack be purchased?**

The applicable Škoda 4 Year Top-up Service Pack can be purchased for Eligible Vehicles (petrol and diesel) with below criteria:

- Vehicle age on the date of request to be under 48 months from RDA
- Mileage (odometer reading no more than 60,000kms
- Should not have carried out 48 months/60,000kms Scheduled Service
- Vehicle has/had a Škoda 3 Year Service Pack

#### **6. When can a Škoda 4 Year Service Pack be purchased?**

The applicable Škoda Service Packs can be purchased for Eligible Vehicles (petrol and diesel) after the first Service Schedule, or 12 months since the commencement of the Škoda New Vehicle Warranty Start Date.

#### **7. What is covered under Škoda Service Pack**

The applicable Škoda Service Packs will cover the items in each of the Scheduled Services relevant to the Eligible Vehicle as set out in the Service Schedule. The standard items in each Scheduled Service include labour, parts, lubricants, and sundries, which includes items such as oil and waste recycling and or removal, workshop supplies etc.

Additional items notated in the Service Schedule 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.

Every new Škoda vehicle includes one-year roadside assistance membership (Škoda Assist), commencing from the Škoda New Vehicle Warranty Start Date. Each time you return to an authorised Škoda dealer to perform the included Scheduled Services in your Service Pack, you will receive up to 12 months for petrol and diesel vehicles and 24 months for electric vehicles Service Initiated Roadside Assistance (SIRA). If the vehicle has an existing valid Škoda Assist or SIRA policy attached to the vehicle, Škoda will top up your policy to 12 months for petrol and diesel vehicles and 24 months for electric vehicles. In the event there is no valid existing Škoda Assist or SIRA policy attached to the vehicle, the new SIRA policy will commence on the date of your standard scheduled service. SIRA will be activated within 48 hours of your Scheduled Service. Full terms and conditions are available on the Škoda website at <https://www.skoda.com.au/own/roadside-assistance>.

#### **8. What is not covered by the Škoda Service Pack (Exclusions):**

- Tyre rotation and balancing and wheel alignment where required;
- Repair of accident damage to any body, driveline or chassis components;

- Additional maintenance due to modification from the original specification or the use of non-approved parts, fluids or additives;
- Normal wear and tear consumable items requiring replacement and parts requiring additional maintenance (including but not limited to clutch linings, brake discs and pads, brake linings, wiper blades, globes of all types (including Bi Xeon and LED), fuses, trims, diesel particulate filters, catalytic converters, timing belt & associated components, water pumps, tyres, 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;
- Adjustments not specified in the Service Schedule;
- 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; and
- Service, fitment or maintenance of any accessories, including Škoda accessories.

These exclusions will be identified as separate additional items to the original Škoda Service Pack price. These additional items will be supplied at such rate as advised by an Authorised Škoda Dealer.

Note: Authorised Škoda Dealers are required to advise you if an Exclusion that requires additional service or maintenance work is necessary. It is their responsibility to inform you prior to that work being undertaken and your consent should be requested and obtained before the Authorised Škoda Dealer undertakes the additional service or maintenance work.

## 9. Your Responsibilities

It is your responsibility to ensure that the Eligible Vehicle is presented at an Authorised Škoda Dealer during normal working hours for servicing at each of the Service Intervals. If you miss any Service Interval, it can result in additional work being required which may not be included in the Škoda Service Pack and for which an additional charge may be payable.

You must also:

- a) comply with the instructions in the Škoda Owner's Manual and take all necessary steps to minimise any vehicle damage in the event of a vehicle defect or failure; and
- b) maintain, operate and use the vehicle in accordance with the manufacturer's instructions and within the specified operating limitations.

## 10. Transfers

Subject to section 12 of this document, the entitlements of the Škoda Service Packs remain with the Eligible Vehicle if the First Purchaser or any subsequent owner on-sells the Eligible Vehicle provided that, as at the time of re-sale, the vehicle has had all necessary Scheduled Services performed. In instances where a vehicle is written off as a result of an accident/other reasons and a new Škoda vehicle is purchased by the owner within 6 months from the date vehicle is written off, proportional \$ value of unused services can be, upon

request, accounted for towards purchase of a service pack for the new Škoda vehicle. Customers can contact Škoda Contact Centre on (toll-free) 1800 607 540 between 9:00 am and 6:00 pm Monday to Friday AEST (excluding all National and NSW public holidays) or email [hello@myskoda.com.au](mailto:hello@myskoda.com.au) to request for a transfer.

The Eligibility Period of the vehicle is not affected by any transfer of the vehicle.

## **11. Cancellations and refunds**

Except to the extent permitted by law, the Škoda Service Pack is non-refundable and cannot be cancelled once purchased.

## **12. Statutory rights and liability**

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

These Terms and Conditions should not be read as excluding, restricting or modifying any rights and remedies available under the Australian Consumer Law.

Škoda otherwise excludes or limits all terms, conditions, warranties and guarantees implied by law or statute to the extent that the exclusion or limitation of those terms, conditions, warranties and guarantees is permitted by law or statute and would not cause this provision to be void or unenforceable.

## **13. Keeping your details up to date**

The Australian Government requires manufacturers to be in a position to contact the current vehicle owner if any recall or service campaigns become necessary. Should you change your address or sell your vehicle, please call Škoda Australia on 1800 607 540 between 9:00 am and 6:00 pm Monday to Friday AEST (excluding all National and NSW public holidays) to update your address or simply complete the online Owner Amendment Form available at <https://au.skoda.com.au/contact-us/> as soon as possible.

## **14. Change of ownership**

Subsequent registered owners may obtain the benefit of any unexpired portion of the Škoda Service Pack by completing the Owner Amendment Form available on Škoda's website at <https://au.skoda.com.au/contact-us/> following the purchase of the vehicle. Alternatively, customers can contact Škoda Contact Centre on (toll-free) 1800 607 540 between 9:00 am and 6:00 pm Monday to Friday AEST (excluding all National and NSW public holidays) or email [hello@myskoda.com.au](mailto:hello@myskoda.com.au).

Subsequent registered owners will be subject to all of the provisions, limitations, and exclusions (Including the Exclusions) set out in these Terms and Conditions.

## **15. Privacy statement**

By accepting the services and benefits set out in these Terms and Conditions, you agree to your personal information being used and disclosed for the purpose of providing services pursuant to the Škoda 3, 4, 5, 6, 7, 8, 10 Year or 2, 4 Year Top-up Service Packs, sending service reminders as well as providing information about other products and services offered by Škoda and its related companies. For further information, please see our privacy policy available on request or at: <https://www.skoda.com.au/about/privacy-policy>.

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