



ŠKODA Service Pricing 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.

Digital Service Schedule means the official logbook that keeps all service records and information conveniently stored online.

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

- a) Six (6) years from the ŠKODA New Vehicle Warranty Start Date; or
- b) When the aggregate distance travelled by the vehicle reaches 90,000 kilometres.

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

Eligible Vehicles means all model variants set out in the Eligible Model List that are sold by an Authorised ŠKODA Dealer on or after the dates set out in the Eligible Model List and specifically 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, each of the first six standard scheduled service intervals 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 - ŠKODA means the official service schedule for all Eligible Vehicles and may be amended from time to time. The service schedule differs across all models/variants; specific details can be found in your Owners Handbook and from your Authorised ŠKODA dealer.

ŠKODA means Volkswagen Group Australia Pty Ltd trading as ŠKODA Australia, ABN 14 093 117 876.



ŠKODA Service Price means the maximum price for a specified Scheduled Service as published [here](#). On or before 31 December each year, ŠKODA will publish the maximum price for a specified Scheduled Service that will be applicable and remain fixed from 1 January the following year.

ŠKODA Service Pricing Program 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 Price is available on Eligible Vehicles during the Eligibility Period at participating Authorised ŠKODA Dealers [click here](#).

Only participating Authorised ŠKODA Dealers can perform the Scheduled Services for the ŠKODA Service Price.

2. What is covered under ŠKODA Service Pricing?

The applicable ŠKODA Service Price will cover the standard items in each Scheduled Service as set out in the Service Schedule – ŠKODA.

The standard items in each Scheduled Service are (subject to condition 3 below and the Service Schedule – ŠKODA):

- 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 ŠKODA Service Price will not apply for that particular service.



If you miss any Scheduled Service, additional work may be identified which is not included in the ŠKODA Service Price.

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 Pricing Program.

3. ŠKODA Service Pricing does not include the following items:

- 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 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 - ŠKODA;
- Adjustments not specified in the Service Schedule - ŠKODA;
- 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

These items will be identified as a separate charge to the published ŠKODA Service Price.

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. How often will the prices be changed?

On or before 31 December each year, ŠKODA will publish the ŠKODA Service Price that will apply from 31 January the following year on its website at www.skoda.com.au. Customers have the peace of mind in knowing that the ŠKODA Service Price will remain fixed each calendar year.

To the extent permitted by law, these Terms and Conditions may be amended by ŠKODA from time to time and ŠKODA may at its election discontinue the ŠKODA Service Pricing Program. Amendments will be published on the ŠKODA website www.skoda.com.au and will take effect immediately on publication.

5. Transfers

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

- a. The vehicle was an Eligible Vehicle at the time of initial purchase; and
- b. As at the time of re-sale, the vehicle has had all necessary Scheduled Services performed.