

## CITROËN 2-Year Care Service Plan (For passenger cars only)

### General Terms and Conditions

1. The Citroën 2-Year Care Service Plan and any accompanied benefits and privileges shall be valid for a period of three (3) years or 40,000km in mileage, whichever comes first, effective from the date of purchase of the Citroën 2-Year Care Service Plan for any Citroën vehicle, provided that:
  - a. The Citroën vehicle was purchased from Cycle & Carriage France Pte Ltd ("Cycle & Carriage")
  - b. Cycle & Carriage has received full payment for the Citroën 2-Year Care Service Plan purchased for the vehicle.
2. The service scope of the Citroën 2-Year Care Service Plan shall cover two (2) Lubrication Service, one (1) Maintenance Service, and one (1) Major Service, excluding any other optional items, in accordance with the Cycle & Carriage Citroën Service Menu.
3. In the event of a change of vehicle ownership, any payment received for the Citroën 2-Year Care Service Plan, customer will be given the choice to either request for a refund on the remaining unutilized service visits, OR to make a transfer of the remaining unutilized service visits to the next owner of the same car. If refund is required, owner will have to inform Cycle & Carriage within 7 days from the Effective Transfer of Ownership Date stated in the LTA documents (no refund will be entertained if request is made after 7 days). If refund is unclaimed within 7 days of the change of ownership, the unutilized service visits shall automatically be transferred to the next owner of the same car. Any amount paid using service credits for the Citroën 2-Year Care Service Plan is strictly non-refundable. An administration fee of \$50 will be charged to process each refund request.
4. The price of the Citroën 2-Year Care Service Plan shall only cover the services and maintenance under the Citroën 2-Year Care Service Plan, as amended from time to time. The cost and charges incurred for any other parts replacement, additional service or repair work performed on the vehicle shall be charged to and payable by the customer separately.
5. All services and maintenance to be performed by Cycle & Carriage under the Citroën 2-Year Care Service Plan will be in accordance with the manufacturer's requirements, specifications and schedules. As such, the customer must ensure that servicing and maintenance of the vehicle under the Citroën 2-Year Care Service Plan is done at the prescribed servicing intervals of every 6 months or 10,000km, whichever comes first, by Cycle & Carriage Citroën Authorised Service Centre. The scope of work and parts replacement for the vehicle shall vary from one (1) Citroën Care Service Plan to another.
6. Cycle & Carriage reserves the right to terminate the Citroën 2-Year Care Service Plan for any vehicle, with immediate effect by written notice to the customer without any refund of payment to the customer in the event of one or all of the following:
  - a. Where Cycle & Carriage has reason to believe that the customer has neglected or has not adhered to or complied with the prescribed servicing intervals stipulated for the vehicle, whether or not this leads to any deterioration or affects the vehicle's operating condition in any way whatsoever; and/or
  - b. Where Cycle & Carriage discovers that the customer has, directly or indirectly, made misrepresentations to Cycle & Carriage about the condition of the vehicle and/or vehicle components, including providing an incomplete servicing history of the vehicle to Cycle & Carriage.
7. Holders of a Citroën 2-Year Care Service Plan are entitled to a discount on Citroën original parts replacement carried out at Cycle & Carriage Citroën Authorised Service Centre. The discount only applies to original parts and not batteries and accessories (e.g. tyres, rims, radio, body kit, upholstery etc.), body & paint work (e.g. accident/insurance repair, body work and respray job), merchandise or any other promotional items and packages.
8. The original parts discount extended is dependent on the age of vehicle at the point of replacement in accordance with the following discount structure:
 

Vehicle Age	Below 5-yr	5-yr & above
Original Parts Discount	15%	25%
9. The Complimentary 24/7 Roadside Assistance under the Care Service Plan shall only cover the cost of breakdown attendance fee and towing charges within Singapore (excluding islands in Singapore, and after Singapore Immigration at Woodlands and Tuas Checkpoint). Breakdowns resulting from unrepaired recommendations by our workshops will not be covered. Customer is responsible for additional fees (e.g., standby / waiting time).
10. Free Pre-Holiday Inspection is valid once a year to be carried out at any Cycle & Carriage Citroën Authorised Service Centre, and is strictly non-refundable nor transferable.
11. Free unlimited tyre patching is available at Cycle & Carriage Citroën Service Centre during the validity period of the Citroën 2-Year Care Service Plan. This will exclude on-site recovery for tyre services.

Any termination hereunder shall be without prejudice to the other rights or remedies that Cycle & Carriage may have, at law or under the agreement, prior to or consequent upon such termination.

I, \_\_\_\_\_, vehicle owner of \_\_\_\_\_ have read and agreed to  
 (Name of Customer) (Registration Number)  
 the above Terms and Conditions.

\_\_\_\_\_  
 Agreed by Customer / Date