



Exceptional Journeys

Cycle & Carriage Automotive Pte Ltd

Sales & Marketing
239 Alexandra Road Singapore 159930
Company no. 197701469G

 A member of the Jardine Cycle & Carriage Group

TERMS & CONDITIONS


PASSENGER VEHICLE CARE SERVICE PLAN

1. Maxus Passenger Care Service Plan and any accompanied benefits and privileges shall be valid for a period of three (3) years or 40,000 km in mileage, whichever comes first, effective from the date of purchase of the Maxus Passenger Care Service Plan for any Maxus vehicles provided that:
 - A) The Maxus vehicle was purchased from Cycle & Carriage Automotive Pte Ltd (“Cycle & Carriage”) or Cycle & Carriage Fulco Motor Dealer Pte Ltd.
 - B) Cycle & Carriage has received full payment for the Maxus Passenger Care Service Plan purchased for the vehicle.
2. The service scope of Maxus Passenger Care Service Plan shall only 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 Maxus Passenger Service Menu.
3. In the event of a change of vehicle ownership, any payment received for the Maxus 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 Maxus 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 Maxus Passenger Care Service Plan shall only cover the services and maintenance under the Maxus Passenger Care Service Plan, as amended from time to time, the cost and charges incurred for any other parts replacement or 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 Maxus Passenger Care Service Plan shall be in accordance to the manufacturer’s requirements, specifications and schedules. The customer must ensure that the vehicle is sent to Cycle & Carriage Maxus Authorised Service Centres for regular servicing and maintenance under the Maxus Passenger Care Service Plan at the prescribed servicing intervals of every 6 months or 10,000 km, whichever comes first, by Cycle & Carriage Maxus Authorised Service Centres. The scope of work and parts replacement for the vehicle shall vary from one (1) Maxus Passenger Care Service Plan to another.



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6. Cycle & Carriage reserves the right to terminate the Maxus Passenger 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 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 the vehicle components and/or the vehicle had at any time during the Maxus Passenger Care Service Plan or prior there to from the date of purchase of the vehicle, been serviced or repaired by any service centres other than Cycle & Carriage Maxus Authorised Service Centres.
7. 15% discount on Maxus parts is only valid for parts replacement carried out at Cycle & Carriage Maxus Authorised Service Centres and is not valid for 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 and other promotional items and packages.
8. Free 24/7 Roadside Assistance under the Maxus Care Service Plan shall only cover the cost of breakdown attendance fee and towing charges within Singapore (exclude all islands in Singapore, and after Singapore Immigration at Woodlands and Tuas Checkpoint), not including tyre change and accident cases. All other fees and charges (e.g. Standby/waiting time, etc) incurred shall be payable by the customer.
9. Free Pre-Holiday Inspection is valid once a year to be carried out at Cycle & Carriage Maxus Authorised Service Centre, and is strictly non-refundable nor transferable.
10. Free unlimited tyre patching is available at Cycle & Carriage Maxus Service Centre during the validity period of the Maxus 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.