

Terms & Conditions

A 3 Year Wear and Tear Plan for Internal Combustion Engine (ICE) Vehicles and Hybrid Vehicles

1. General

- 1.1. This document sets out the Terms and Conditions between you (“**you**” or “**your**”) and the selling dealership from which you bought the vehicle from, and is administered by Connected Vehicle Operations Pty Ltd (“**we**”, “**us**” or “**our**”) ABN 77 660 951 655, of Unit 4, 7 Narabang Way, Belrose NSW, 2085 , Telephone 1800 13 13 18, Email concierge@carbucks.com.au in relation to PROTECT.
- 1.2. Connected Vehicles is a third-party administrator of the PROTECT product acting on behalf of the dealership and is responsible for:
 - 1.2.1. Billing & payments;
 - 1.2.2. Management of work order requests;
 - 1.2.3. Product marketing;
 - 1.2.4. Customer service and support;
 - 1.2.5. Ongoing operational management of the program

2. Enquiries

- 2.1. If you have any feedback, questions or complaints about PROTECT or services provided, please contact our Concierge Service during business hours at 1800 13 13 18, or email us at concierge@carbucks.com.au or lodge your questions or complaints via the Carbucks App.

3. What is your PROTECT plan

- 3.1. Your PROTECT plan is a pre-paid 3-year plan that covers the costs of refreshing, repairing or replacing certain items for your motor vehicle that are degraded due to normal use and wear and tear such as:
 - 3.1.1. key fobs,
 - 3.1.2. wiper blades;
 - 3.1.3. 12 Volt battery;
 - 3.1.4. tyres; and
 - 3.1.5. braking systems.
- 3.2. The purpose of PROTECT is to supplement your motor vehicle’s service program through your dealer for certain items that might need to be replaced or repaired on or for your motor vehicle and would not be included in a standard or capped service fee.
- 3.3. PROTECT is not a motor vehicle warranty or an insurance product, it is a wear and tear plan. PROTECT is not a substitute for motor vehicle insurance, warranty protection or regular motor vehicle servicing.
- 3.4. You can purchase PROTECT at the time that you buy a new or used motor vehicle from a participating dealer or within 30 days of taking delivery of your vehicle from a participating dealer. If you are financing the vehicle, you can include the cost of PROTECT in the finance arrangements (an interest charge will apply).
- 3.5. PROTECT is an optional product. You should read these Terms and Conditions carefully and consider any other arrangements you may have in place before deciding on whether this is a suitable product for you.

- 3.6. In purchasing PROTECT, you expressly represent and warrant that you agree to abide by these Terms and Conditions.

4. Who is eligible

- 4.1. To be eligible to purchase PROTECT, you must be at least 18 years old and your motor vehicle must:
- 4.1.1. be roadworthy and registered;
 - 4.1.2. have a 12 Volt battery;
 - 4.1.3. not be over 3.5 tonne in Gross Vehicle Mass;
 - 4.1.4. not be older than seven years from date of first registration;
 - 4.1.5. not be used for:
 - i. farming activities; or
 - ii. motor sport or motor sport related activity;
 - iii. hire or carriage of passengers for fee/reward (for example, taxi, rideshare); or
 - iv. courier purposes or driver instruction for reward.
 - 4.1.6. not be a:
 - i. fully electric vehicle (this does not include hybrid electric vehicles);
 - ii. motorcycle, scooter, quad bike, tricycle, moped;
 - iii. kit car;
 - iv. bus, coach, stretched limousine; motorhome, campervan; or
 - v. truck.

5. How to buy PROTECT plan

- 5.1. PROTECT has a one-off fee which applies for the 3 years (36-month period) of your plan. You will be advised of the applicable fee by your franchised dealer at the time of purchase.
- 5.2. You must provide us with accurate details about you and your motor vehicle including the following information: your full name (first and last name), your date of birth, your mobile number, your email address, your residential address and the eligible vehicle details (make, model, VIN number and registration number). We may also require verification of your identity and/or ownership of the vehicle.
- 5.3. The PROTECT coverage for a new vehicle starts when you activate your PROTECT contract via the Carbucks App, on or after taking delivery of your new vehicle, and it ends 3 years (36 months) from the start date or on any other earlier date as agreed by us.
- 5.4. The PROTECT coverage for a used vehicle starts at the end of the statutory warranty period or 90 days, whichever is longer, after you activate the contract via the Carbucks App, on or after taking delivery of your used vehicle and lasts for 3 years (36 months) from that start date or earlier as agreed.
- 5.5. Within 7 days of purchasing PROTECT, we will send you a summary of the details about your plan, including the plan number.

6. What is included in your PROTECT plan

Where parts are required to be replaced through a PROTECT work order, they will be replaced with like for like parts that were included on the vehicle from vehicle delivery date. The work orders allowed for in PROTECT are:

6.1. Key Fob Work Orders

- 6.1.1. Where components of your motor vehicle's 2 key fobs are worn out or not working, you can lodge a work order and we will organise to have the key fob refreshed. This may (but is not limited to) requiring us to replace the battery, the push button or the casing and resetting/recoding it if required. Should parts not be available to refresh the fob, we will replace the fob.
- 6.1.2. You are allowed a maximum of 4 key fob work orders.
- 6.1.3. You must lodge a work order for each key fob. For the avoidance of doubt, if both key fobs require to be refreshed at the same time, you need to lodge 2 work orders, one for each key fob.
- 6.1.4. We do not replace key fobs if they have been lost, damaged or stolen.

6.2. Wiper Blades Work Orders

- 6.2.1. Where your wiper blades are worn-out through normal wear and tear, you can have them replaced through a wiper blade work order.
- 6.2.2. You are allowed a maximum of 2 wiper blades work orders.

6.3. Battery Work Orders

- 6.3.1. Where your 12 Volt battery fails due to normal wear and tear and which prevents your motor vehicle from turning on, you can have it replaced through a battery work order.
- 6.3.2. You are allowed a maximum of 1 battery work order.
- 6.3.3. The battery work order does not respond to battery failure due to or following a motor vehicle accident.

6.4. Tyre Repair Work Orders

- 6.4.1. Where your tyre has been punctured or has a tear either due to road hazard or road debris, we will repair the tyre.
- 6.4.2. Where the tyre is unrepairable, we will replace it, but this request will be treated as a tyre replacement work order, reducing your available tyre replacement work orders.
- 6.4.3. The Work order does not respond to a tyre repair work order or replacement due to or following a motor vehicle accident.
- 6.4.4. You are allowed a maximum of 6 tyre repair work orders. Each tyre impacted will require a separate repair work order.

6.5. Tyre Replacement Work Orders

- 6.5.1. Where, due to normal wear and tear, the tread of your tyre is 2mm or less, you can lodge a tyre replacement work order.
- 6.5.2. You are allowed a maximum of 4 tyre replacement work orders. Each tyre impacted will require a separate replacement work order.
- 6.5.3. The tyre replacement work order does not respond to a tyre being worn out due to abnormal wear and tear occurring from burnouts, doughnuts or drifting.

6.6. Braking Systems Work Orders

- 6.6.1. Where brake pads, the brake rotor or the drum have worn-out through the normal regular usage of your motor vehicle, you can have them replaced through a braking systems work order.
- 6.6.2. If you need to replace both the front set and back set, you will need to lodge 2 braking systems work orders.

6.6.3. You are allowed a maximum of two braking systems work orders.

6.7. Maximum caps for Work Orders

6.7.1. The following limits apply to the Work Orders depending on whether your motor vehicle is a category 1, 2, 3 or 4 vehicle.

	Category 1	Category 2	Category 3	Category 4
Key Fob Replacement	\$880	\$580	\$1,000	\$1,000
Repairs/Service Brakes	\$500	\$485	\$920	\$1,000
Wiper Blades replacement (set)	\$86	\$81	\$92	\$194
12V Battery Replacement	\$340	\$340	\$555	\$1,000
Tyre Repair Costs – per tyre	\$36	\$36	\$42	\$54
Tyre Replacement Costs - per tyre	\$290	\$290	\$355	\$1,000

7. What is not included in your PROTECT plan

Your PROTECT plan does **not** include:

- 7.1. Any work orders for your key fobs, wiper blades, 12 Volt battery, tyres or braking systems which have been worn out or damaged due to negligence, misuse or a motor vehicle accident. You acknowledge and agree that we will assess the condition of your vehicle to reasonably determine whether the degradation or damage is a result of any negligence, misuse or a motor vehicle accident;
- 7.2. Work orders on used vehicles during the statutory warranty period or 90 days, whichever is longer;
- 7.3. Any work order which costs above the limit of \$1,000 (excluding GST) per work order;
- 7.4. Any costs of a work order for a part where that work order is above the maximum number available for that part as described in paragraph 6;
- 7.5. Any work order made after the end of your PROTECT plan; or
- 7.6. Any work orders under PROTECT, where the incident causing the need for a work order occurred before the commencement of your PROTECT plan.

8. Work Orders whilst servicing your motor vehicle

- 8.1. A work order request means to formally request a service or repair to be performed at an authorised workshop or service centre.
- 8.2. Our Concierge Service is always available to assist you to lodge and manage your work orders. You can contact the Concierge Service 24/7 via the Carbucks App or email us at concierge@carbucks.com.au or call them during business hours on 1800 13 13 18.
- 8.3. Please ensure you have your PROTECT plan number and your vehicle details at hand when calling or lodging a work order.

- 8.4. There are no work order fees payable under PROTECT.
- 8.5. Customers must approve all works on their vehicle prior to works taking place.
- 8.6. In most circumstances, your work orders should be conducted at the dealership's service centre from which you purchased your motor vehicle or your PROTECT plan. Where this cannot be done, we will direct you to one of our authorised workshops.
- 8.7. Any work order beyond the maximum allowed under the PROTECT plan can be organised for you, but you will be required to pay the cost of these directly to the service centre.
- 8.8. The maximum cost for each work order is capped at \$1,000 (excluding GST). The costs may vary depending on the make and model of your motor vehicle and the cost of the parts for your vehicle. Any cost above the cap of \$1,000 (excludes GST) will need to be paid by you, directly to the workshop.

9. Changes to your motor vehicle

- 9.1. It is very important that you keep us updated on any changes that may impact your PROTECT plan.
- 9.2. Should any of the following occur you need to contact us as soon as reasonably possible:
 - 9.2.1. You transfer ownership of the motor vehicle;
 - 9.2.2. The motor vehicle becomes unroadworthy, is written off or is deregistered;
 - 9.2.3. You start using the motor vehicle for any of the uses listed in paragraph 4.1.5;
 - 9.2.4. You have made modifications to the motor vehicle;
 - 9.2.5. You have changed the registration number of the motor vehicle;
 - 9.2.6. Your email, postal address or phone number has changed; or
 - 9.2.7. You have changed your name (for example, due to marriage).
- 9.3. If due to any of the reasons in paragraphs 9.2.1, 9.2.2, 9.2.3 or 9.2.4 above, your motor vehicle becomes ineligible for the services within your PROTECT plan, we will cancel your PROTECT plan in accordance with paragraph 11 and notify you of the cancellation.

10. Transferring your PROTECT plan

- 10.1. Your PROTECT plan cannot be transferred to another vehicle unless your motor vehicle is written off and you and we grant permission for the PROTECT plan to be transferred to your replacement motor vehicle for the remaining period (an additional cost may apply for this, depending on the make and model of the vehicle).
- 10.2. Subject to our approval and in our absolute discretion (acting reasonably), if you sell your vehicle we may agree to the transfer of your PROTECT plan to the new owner provided that the new owner is not an authorised motor dealer.

To request a transfer of your PROTECT plan, contact our Concierge Service during work hours at 1800 13 13 18, or email concierge@carbucks.com.au or lodge your transfer request via the Carbucks App.

11. Cancelling your PROTECT plan

- 11.1. Your PROTECT plan may end earlier if you have used all of the available work orders, or if we, acting reasonably, determine that your PROTECT plan is being used fraudulently. If your PROTECT plan is cancelled by us due to fraudulent activity, then no refund of any part of the fee will be provided to you. If we cancel your PROTECT plan under paragraph 9.3 you will be given a pro rata refund of the fee less the cost of any fulfilled work orders, if any.
- 11.2. You may cancel your PROTECT plan at any time by sending the Concierge Service a cancellation request by emailing concierge@carbucks.com.au, lodging a cancellation request in our Carbucks App or by calling our Concierge Service during business hours on 1800 13 13 18, you will be given a pro rata refund of the fee less the cost of any fulfilled work orders. If you cancel within 14 calendar days of the start date, and you have not utilised any of the work orders, we will refund the fee in

full. We will provide a pro rata refund, if your motor vehicle is written off and you cannot use the PROTECT plan.

- 11.3. You may also cancel your PROTECT plan, where you decide to 'trade in' your motor vehicle. You will be given a pro rata refund for any fees under the PROTECT plan less the cost of any work orders fulfilled prior to the 'trade in' of your motor vehicle.

12. Protecting your data privacy

- 12.1. We are committed to respecting your privacy and working with you to ensure that we do so.
- 12.2. Our Privacy Policy sets out how we collect, use, store and disclose your personal information.
- 12.3. We will seek to act in a manner consistent with the Privacy Act 1988 (Cth) and the Australian Privacy Principles.
- 12.4. By providing your personal information to us, you consent to our collection, use and disclosure of, your personal information in accordance with the terms of our Privacy Policy.
- 12.5. We may change our Privacy Policy from time to time by publishing changes to it on our website. We encourage you to check our web site periodically to ensure that you are aware of our current Privacy Policy.
- 12.6. Our Privacy Policy can be found at <https://carbuck.com.au/carbucks-privacy-policy>

13. Miscellaneous

- 13.1. You understand that we may subcontract the performance of all or part of the works offered in PROTECT to third parties within our workshop/service centre network or change the subcontractor without notice to you.
- 13.2. We will not be in default or breach of this agreement to the extent we are prevented or otherwise are unable to fulfil the work order due to a Force Majeure Event.
- 13.3. For the purposes of this paragraph 13.2, a *Force Majeure Event* means any of the following events or occurrences provided that they are outside of our reasonable control and could not have been prevented or avoided by us taking all reasonable steps:
- 13.3.1. act of God, earthquake, cyclone, fire, explosion, flood, landslide, lightning, storm, tempest, drought or meteor;
- 13.3.2. war (declared or undeclared), invasion, act of a foreign enemy, act of terrorism, hostilities between nations, civil insurrection or militarily usurped power;
- 13.3.3. act of public enemy, sabotage, malicious damage, terrorism or civil unrest;
- 13.3.4. confiscation, nationalisation, requisition, expropriation, prohibition, embargo, restraint or damage to property by or under the order of any government or government authority; or
- 13.3.5. industrial action, pandemic resulting in a public health emergency affecting the fulfilment of the work order by a workforce.
- 13.4. We provide no warranty in relation to any works or repairs, or parts provided, beyond your consumer guarantee rights under the Australian Consumer Law.
- 13.5. The goods and services provided by us, you motor dealer and/or motor vehicle service centre, come with certain protections under the Australian Consumer Law. These are guaranteed consumer rights (known as consumer guarantees) and they are to protect consumers in relation to the performance of our services and those provided by third parties who are acting as our agents. The extent of your rights under the consumer guarantees depends on the nature of the goods or services, the price, any representations made by us, and any other relevant circumstances, including whether there is major failure of the goods or services.
- 13.6. These Terms and Conditions are governed by the laws of New South Wales.