

VOLVO CAR SERVICE PLAN OFFERS

INCLUDING THE SPECIFIC TERMS FOR VOLVO CAR SERVICE PLAN

If your Volvo car comes with Volvo Car Service Plan or Volvo Car Service Plan Plus, which are the services identified as such in your Order Specification (and further described below), the Specific Terms for Volvo Car Service Plan (the “**Specific Terms**”) and the Volvo Cars General Terms and Conditions (the “**General Terms**”) shall apply. In case of any inconsistency between the Specific Terms and the General Terms, the Specific Terms shall prevail.

Capitalized terms not otherwise defined herein shall have the meaning given to them in the General Terms.

Volvo Car Service Plan and Volvo Car Service Plan Plus are hereinafter jointly referred to as the “**Service Plan**”.

VOLVO CAR SERVICE PLAN

The Service Plan consists of Volvo Car Genuine Service which means the maintenance service work (which includes labour cost and material) to be performed on your car in accordance with Volvo Car’s recommendations, including functionality and safety checks of limited wear and tear components, as well as actions performed at specified service intervals. More information about the Volvo Car Genuine Service can be found in the owner’s manual and service and warranty handbook of your car.

The Volvo Car Genuine Service may be amended by Volvo Cars.

VOLVO CAR SERVICE PLAN PLUS

The Service Plan Plus contains of scheduled maintenance services according to the Volvo Car Service Plan (as described above) as well as components (and labour cost) for the wear and tear set out below (which will vary depending on the car model).

For a **fully electric car** the following wear and tear components are included:

- wiper blades replacement
- brake discs and brake pads replacement

For a **plug-in hybrid, petrol, or diesel car** the following wear and tear components are included:

- wiper blades replacement
- brake discs and brake pads replacement
- starter battery replacement and charging

Any other wear and tear components not set out above are excluded from the Service Plan Plus.

VOLVO CAR SERVICE PLAN PLUS WITH TYRES

Service Plan Plus with Tyres contains the above information listed within Volvo Car Service plan and Volvo Car Service Plus. The addition is a tyre check-up package, where the condition of the tyres will be assessed against normal wear and tear at a scheduled workshop visits with an authorised Volvo Car service provider. If necessary to maintain roadworthiness the tyres will be repaired and if needed replaced, however the tyres will only be replaced maximum two (2) times during the Contract period. Excessive wear and tear of tyres caused by external damage, irresponsible driving and steering misalignment is not covered nor is accidental damage, for example damage sustained to the tyre from driving through a pothole. Tyres that have not been approved by us and tyres that have been repaired that do not meet our or the tyre manufacturer’s repair specifications are not covered under the tyre check-up package

Please note that the inclusion of wear and tear components in the Service Plan shall not in any way impact the reference to ‘wear and tear’ in the service and warranty handbook of your car.

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[The Specific Terms on the following page]

SPECIFIC TERMS
FOR VOLVO CAR SERVICE PLAN

1. GENERAL

- 1.1. This “**Contract**” for the Service Plan comprises of:
- i. the description of the Service Plan (including the limitations);
 - ii. these specific terms for Volvo Car Service Plan (“**Specific Terms**”); and
 - iii. the Volvo Cars General Terms and Conditions for Services.
- 1.2. In case of any inconsistency between the different documents forming the Contract, they shall prevail in the order set out above.

2. PERIOD AND TERMINATION OF SERVICE PLAN

- 2.1 The Contract is valid for the number of scheduled maintenance services included in your Service Plan or the limited period of time as set out in your Order Specification.
- 2.2 If you order maintenance services and/or wear and tear work and that is carried out after the expiration/termination of this Contract, this will qualify as additional services to be charged according to the normal price and payment conditions of the Volvo Car service provider in question.
- 2.3 This Contract will be terminated/expire automatically (without any further notice):
- i. when the number of scheduled maintenance services included have been performed or the limited period has ended;
 - ii. when services should have occurred in accordance with the service intervals (stated in the owner’s manual and service and warranty handbook of the vehicle) and you have not delivered the vehicle to a Volvo Car service provider for Volvo Car Genuine Service; or
 - iii. if your car connected to the Service Plan is exported (sold and registered in another country) to another market.
- 2.4 Volvo Cars has the right to terminate the Contract with immediate effect if the conditions for Volvo Cars’ operations in the market change significantly due to circumstances outside of Volvo Cars’ control and these circumstances significantly complicate Volvo Cars’ ability to perform maintenance service. If this occurs, Volvo Cars will refund you for all and any amounts paid for maintenance services not performed.
- 2.5 If your Contract regarding the Service Plan is terminated before the period of time as set out in your Order Specification has ended we will not make a repayment of any payments made to us. If you have chosen recurring payment as payment option under the Contract and you have performed maintenance services work under the Contract, we have the right to charge you for the remaining cost of such maintenance services performed that is not cover by the recurring payments made under the Contract up until it was terminated.
- 2.6 For the avoidance of doubt, the provisions of Section 18 (Term and termination) of the General Terms shall apply in addition to what is set out in this Section 2.

3. WEAR AND TEAR ASSESSMENT

- 3.1 Wear and tear repairs are at all times subject to the professional judgement of the Volvo Car service provider performing the Service. The Volvo Car service provider will determine wear and tear in accordance with any applicable industry standard relevant to the assessment of fair wear and tear and cannot be claimed by you unless the professional judgement of the Volvo Car service provider deems it necessary. In conjunction with Volvo Car Genuine Service, the Volvo Car service provider is obliged to perform necessary wear and tear inspections and replacements of such components covered by the Service Plan Plus and Service Plan Plus with Tyres without you requesting it to be done.

- 3.2 You remain responsible for regularly checking in between scheduled workshop visits for any wear and tear needs that may affect the roadworthiness of the car. If you believe that there is a need for wear and tear maintenance, please contact the Customer Relations Centre or a Volvo Car service provider.

4. SERVICE PROVIDER INTERACTION AND PERFORMANCE OF MAINTENANCE SERVICE

- 4.1 The Service Plan is connected to the market in which it is originally purchased. Scheduled maintenance service according to the service program can be redeemed at any Volvo Car service provider within that market.
- 4.2 When scheduled maintenance service is due according to your car's service program, you will need to book a time with a Volvo Car service provider in the market in which the Service Plan was originally purchased.

5. CHANGE OF OWNERSHIP OF THE CAR

- 5.1 The Contract is connected to your car. If there has been a change in ownership after the Contract was entered into, the term of the Service Plan will remain valid for the new owner. However, the obligation to pay any outstanding amounts to Volvo Cars pursuant to the Contract is personal to you. You are at all time responsible for (a) informing a purchaser of the car about the terms of this Contract, and (b) any payment to be made and any outstanding balance under this Contract in relation to Volvo Cars.
- 5.2 If the Service Plan relates to a car that is governed by a leasing or subscription contract the term of the Contract for the Service Plan will follow the term of the leasing or subscription contract, which means that if such leasing or subscription contract is terminated the Contract for Service Plan will be automatically terminated at the same time as the car is being returned.

6. YOUR OBLIGATIONS

- 6.1 The scheduled maintenance service shall be carried out according to Volvo Cars' recommendations. Scheduled maintenance service is depending on time and mileage and can occur with different time intervals. For the Service Plan to be valid it is further required that you:
- i. drive, maintain and manage the car in accordance with the instructions given in the owner's manual of the car as well as its service and warranty handbook and your Contract;
 - ii. conduct routine checks of fluids in the car between recommended service intervals and, if needed, fill up at your own expense; and
 - iii. deliver, at your own expense, the car to a Volvo Car service provider for service at the service intervals stated in the owner's manual and service and warranty handbook of the car.

7. EXCLUSIONS

- 7.1 The Service Plan does not include any repair work, spare parts or consumables necessary to maintain the roadworthiness of your car (whether determined as a result of the maintenance services or otherwise), or any other work you agree with the Volvo Car service provider to be performed. All additional services are subject to a separate agreement between you and the Volvo Car service provider and Volvo Cars is not and will not be at any time a party to any agreement for additional services.
- 7.2 Volvo cars with special service programmes such as (but not limited to) taxi, police or other specified purposes of usage of the car are excluded and any cost related to such special service programme will be added as an additional cost.

8. DISCLAIMER

- 8.1 The Service Plan does not include any obligation of the Volvo Car service provider or Volvo Cars to reimburse you in any way for costs, loss of income, loss of time or other damage, caused by you turning the car over to the workshop or caused by you being unable to use the car during the time it has been in the care of the workshop for agreed scheduled maintenance.

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