



CITROËN

PRE-PAID SERVICE PLANS
TERMS & CONDITIONS

TERMS AND CONDITIONS

1. INTRODUCTION

These terms and conditions are for the Citroën Pre-Paid Service Plan. Citroën Pre-Paid Service Plans are available at Participating Citroën Dealers from 1 October 2022. Frequently asked questions are included within these terms and conditions and form part of them.

2. CITROËN PRE-PAID SERVICE PLAN

Citroën owners may purchase a Pre-Paid Service Plan at the time of new or demonstrator vehicle purchase, or before obtaining their Citroën's first Scheduled Service (due at 12 months or the relevant kilometre interval from the warranty start date and as outlined in the eligible vehicle table below), for either:

- (a) the vehicle's first three (3) scheduled services; or
 - (b) the vehicle's first five (5) scheduled services
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3. COMMENCEMENT DATE

The Citroën Pre-Paid Service Plan program commences on 1 October 2022.

4. ELIGIBLE VEHICLES

CITROËN Pre-Paid Service Plans are available for Citroën passenger and light commercial vehicles first sold from 1 October 2021 onwards.

Applicable model variants that are eligible for the Citroën Pre-Paid Service Plans are updated by Citroën from time to time. Click [HERE](#) for current eligible model variants.

5. FREQUENTLY ASKED QUESTIONS

Q1: What is a Scheduled Service?

A: Scheduled services are the 'scheduled maintenance' services recommended by Citroën and specified in the normal scheduled service summary supplied with the vehicle at the time of delivery. Scheduled maintenance services are of limited scope. See FAQs 9 and 10 below for details of what is and is not covered or included.

Q2: When can a Citroën Pre-Paid Service Plan be purchased?

A: For vehicles with 12 month/15,000 km normal scheduled service intervals, a Citroën Pre-Paid Service Plan can be purchased for eligible vehicles up to a maximum of 14 months from the Warranty commencement date or up to a maximum odometer reading of 15,000km.

For vehicles with 12 month/20,000 kms normal scheduled service intervals, a Citroën Pre-Paid Service Plan can be purchased for eligible vehicles up to a maximum of 14 months from the Warranty commencement date or up to a maximum odometer reading of 20,000km.

Q3: When does the Pre-Paid Service Plan Term of Coverage commence?

A: The Pre-Paid Service Plan Term of Coverage commences from the vehicle's warranty start date.

Q4: When does the three (3) year Pre-Paid Service Plan Term of Coverage expire?

A: The three (3) Year Pre-Paid Service Plan Term of Coverage will expire on reaching any of the below conditions:

1. The completion of the first three (3) standard scheduled services (excluding the free of charge 2,500km/ three (3) month inspection service); or
2. The expiry of 38 months from the original warranty start date of an Eligible Vehicle; or
3. The date on which an Eligible Vehicle has travelled 48,000 kilometres or more for vehicles with 12 month/15,000 kms normal scheduled service intervals; or
4. The date on which an Eligible Vehicle has travelled 63,000 kilometres or more for vehicles with 12 month/20,000 kms normal scheduled service intervals.

Q5: When does the five (5) year Pre-Paid Service Plan Term of Coverage expire?

- A: The five (5) year Pre-Paid Service Plan Term of Coverage will expire on reaching any of the below conditions:
1. The completion of the first five (5) standard scheduled services (excluding the free of charge 2,500km/three (3) month inspection service); or
 2. The expiry of 62 months from the original warranty start date of an Eligible Vehicle; or
 3. The date on which an Eligible Vehicle has travelled 78,000 kilometres or more for vehicles with 12 month/15,000 kms normal scheduled service intervals; or
 4. The date on which an Eligible Vehicle has travelled 103,000 kilometres or more for vehicles with 12 month/20,000 kms normal scheduled service intervals.

Q6: What are the Citroën Pre-Paid Service Plan distance and time intervals?

A: Your Citroën is delivered with a Scheduled Service summary document which provides details of the correct time and kilometre intervals for your specific model, and engine variant. The below table outlines the Scheduled Services included in Pre-Paid Service Plan subject to the plan chosen and model and engine variant:

For vehicles with 12 month/15,000 kms normal scheduled service intervals:

- The below three (3) scheduled services only for vehicles on the three (3) year plan (whichever occurs first)

Service Interval (whichever comes first)	Free of charge service inspection	1st Service	2nd Service	3rd Service
Distance	2,500km	15,000km	30,000km	45,000km
Time	3 Months	12 Months	24 Months	36 Months

- The above three (3) scheduled services, plus the below two (2) services for vehicles on the five (5) year plan (whichever occurs first)

Service Interval (whichever comes first)	Free of charge service inspection	1st Service	2nd Service	3rd Service	4th Service	5th Service
Distance	2,500km	15,000km	30,000km	45,000km	60,000km	75,000km
Time	3 Months	12 Months	24 Months	36 Months	48 Months	60 Months

OR

For vehicles with 12 month/20,000 kms normal scheduled service intervals:

- The below three (3) scheduled services only for vehicles on the three (3) year plan (whichever occurs first)

Service Interval (whichever comes first)	Free of charge service inspection	1st Service	2nd Service	3rd Service
Distance	2,500km	20,000km	40,000km	60,000km
Time	3 Months	12 Months	24 Months	36 Months

- The above three (3) scheduled services, plus the below two (2) services for vehicles on the five (5) year plan (whichever occurs first)

Service Interval (whichever comes first)	Free of charge service inspection	1st Service	2nd Service	3rd Service	4th Service	5th Service
Distance	2,500km	20,000km	40,000km	60,000km	80,000km	100,000km
Time	3 Months	12 Months	24 Months	36 Months	48 Months	60 Months

Q7: When should I have the scheduled services carried out under the Pre-Paid Service Plan?

A: Scheduled services under the Pre-Paid Service Plan should be carried out as close as possible to the manufacturer's recommended service interval of time or kilometres (whichever comes first). In any event the services should be performed no later than two (2) months or 3,000km (whichever comes first) of the recommended service interval. Please refer to Q12 if you fall outside these conditions.

Q8: Where can I redeem a Citroën Pre-Paid Service Plan?

A: Scheduled servicing under the Citroën Pre-Paid Service Plan can be carried out at any of the authorised participating Citroën Pre-Paid Service Dealers within Australia. For information on Citroën authorised dealerships, please refer to www.citroen.com.au or click [HERE](#).

Q9: What is covered under a Pre-Paid Service Plan?

A: Pre-Paid Service Plan covers the items listed under Normal Scheduled Service as published in the vehicle's Normal Scheduled Service Summary documentation supplied with the vehicle at delivery, under the Pre-Paid Service Plan term that is purchased. The normal items in each Scheduled Service are:

- (a) labour;
- (b) parts;
- (c) lubricants; and
- (d) sundries.

The 2,500km/three (3) month (whichever comes first) inspection is an optional and free of charge service inspection which is not covered by Service Plan as it is complimentary and included within the purchase price of the vehicle. For further service information by model, engine variant and service interval, click [HERE](#).

Q10: What is not covered under a Pre-Paid Service Plan?

- A: Additional service or repairs which are not listed within the associated 'normal scheduled service' specified for the relevant service interval are not covered under the Pre-Paid Service Plan. These include:
- (a) Ordinary wear and tear
 - (b) Damage or wear and tear caused by use of the vehicle for a purpose or under road or climatic conditions other than for which it was designed, including but not limited to racing, rallying, speed trialling, hill climbing or similar activities or competitive events;
 - (c) Driver negligence, misuse or abuse, e.g. tampering, disconnection, loading or towing beyond the manufacturer's specifications, or continuing to drive the vehicle after loss of fluids, lubricants, oils, coolants, refrigerants or water;
 - (d) Accident, impact, fire, theft, illegal use or malicious damage by a third person;
 - (e) Modifications or alterations which have not been approved by the manufacturer, or the installation or use of non-genuine parts, accessories, equipment, assemblies or components;
 - (f) A failure to have the vehicle serviced in strict accordance with the manufacturer's specifications and recommendations, or a failure to have the vehicle repaired promptly in accordance with such recommendations following an accident or other damage, or after a defect becomes known or is suspected;
 - (g) Use of non-recommended, inappropriate or dirty fuel, oils, fluids, lubricants, coolants, refrigerants or water;
 - (h) Any work carried out on the vehicle by a person other than an authorised Citroën dealer;
 - (i) A failure to maintain the vehicle, including its body trim and paintwork, in accordance with the manufacturer's recommendations, or the use of unsuitable agents, e.g., unsuitable cleaning agents;
 - (j) Environmental conditions, including acid rain, industrial fall-out, salt, sand, stones, tree sap, bark or leaves, bird, animal or insect droppings or other damage, windstorm, hail, flood, lightning, or other acts of God;
 - (k) Catalytic converters, diesel particulate filters, petrol particulate filters, belts, AdBlue®, Urea Fluid and water pumps;
 - (l) Wheel alignment, wheel balancing, wheel bearings, shock absorbers, tyres, wheels and suspension components;

- (m) Brake pads, linings, brake discs and clutch components;
- (n) Wiper blades, fuses, light bulbs of all types including LED, satellite navigation update and batteries;
- (o) Maintenance or installation of non-genuine Citroën parts or accessories including genuine Citroën accessories;
- (p) Paint, trim and other appearance items;
- (q) Additional maintenance, fluids or additives not detailed within the Normal Service Schedule Summary.

For more information please refer to the Normal Schedule Service Summary and Warranty & Service Information handbook supplied with the vehicle or visit the website www.citroen.com.au.

Q11: What if additional Service or repairs are needed that are not covered by the Pre-Paid Service Plan, or I operate under Arduous Conditions?

- A: Depending on operating conditions, your vehicle may require more frequent servicing or additional repairs, beyond the scope of the scheduled maintenance service/s under a Pre-Paid Service Plan. Where your vehicle is having a service under the Pre-Paid Service Plan and the dealer determines additional servicing or repair work is required, you will be contacted prior to any work being undertaken for your consent to proceed.

Additional schedule service items may be required due to the vehicle having been driven in arduous or severe conditions. By way of example:

- Continuous door-to-door use
- Urban use with regular slow speeds below 20 kilometres per hour
- Repeated short journeys (less than 10Kph) with a cold engine (following a stop of more than 1 hour).
- Extended use in;
 - Hot Climate above 30 degrees C
 - Cold climate below -15 degrees C
 - Dusty conditions
 - Use with poor quality fuel.

Q12: What if a scheduled service is missed?

A: If a scheduled service is missed, or not claimed, in line with the recommended service schedule specified in the Normal Scheduled Service Summary, the Participating Citroën Dealer will, in consultation with the customer, determine the best way forward on a case by case basis.

The Participating Citroën Dealer will endeavour to get the vehicle back in line with the manufacturers recommended scheduling for scheduled maintenance services applicable for the vehicle. This is to ensure that the customer receives the number of services under the Pre-Paid Service Plan that they purchased. The value of missed services cannot be redeemed for cash.

Q13: Can I transfer the Citroën Pre-Paid Service Plan?

A: The Pre-Paid Service Plan remains with your Citroën vehicle for the term of coverage and cannot be transferred to any other vehicle.

Subsequent owners of your Citroën vehicle will be entitled to claim any remaining services under the Pre-Paid Service Plan, provided the new owner complies with these terms and conditions and that the term of coverage has not expired.

Q14: Can I obtain a credit or refund for Citroën Pre-Paid Service Plan?

A: No credit, refund or other consideration is payable to an owner, or any other person in respect of an eligible vehicle for any services under this Pre-Paid Service Plan which are not claimed specifically in accordance with these terms and conditions.

6. EXCLUSIONS

Rental, privately imported and 'grey import' vehicles are not eligible to receive the benefits under the Citroën Pre-Paid Service Plan program and additional exclusions may apply.

7. GENERAL

Citroën maintains the right to amend these Terms and Conditions (including without limitation adding or removing eligible vehicles, varying or withdrawing the Pre-Paid Service Plan) from time to time without notice. Amendments to the Terms and Conditions will be published at www.citroen.com.au and will take effect immediately on their publication, unless otherwise stated.

8. PRIVACY

Citroën collects your personal information as part of the Service Plan. For details on our privacy policy please click [HERE](#).

9. DEFINITIONS

In these Terms and Conditions:

Citroën denotes: Inchcape European Automotive Pty Ltd, ABN 97 070 000 789 trading as Citroën Automobiles Australia.

Eligible Vehicles denotes: Citroën passenger and light commercial vehicle model variants sold new on or after 1 October 2021 which are listed and updated by Citroën. Click [HERE](#) for current model variants.

Participating Citroën Dealer denotes: a dealer appointed by Citroën to sell new and/or demonstrator/used Citroën vehicles, parts and accessories and/or to perform Citroën warranty, service and repairs on Citroën vehicles, and who agrees to participate in the Pre-Paid Service Plan.

Pre-Paid Service plan denotes: the Citroën Service Plan as outlined in these Terms & Conditions which include frequently asked questions.

Scheduled Service denotes: the normal scheduled service, vehicle services recommended by the Citroën or specified in the Scheduled Service Summary supplied with the vehicle at delivery, excluding the first 2,500km/three-month complementary inspection.

Scheduled Service Summary denotes: the Citroën scheduled service summary documentation and Warranty and Service Information Handbook supplied with the Citroën vehicle at the time of new purchase, which includes warranty, maintenance schedule requirements and service records.