

Škoda Service Pricing Terms & Conditions

Subject to these Terms and Conditions, the Škoda Service Price is available for Scheduled Services on Eligible Vehicles to be carried out during the Eligibility Period at participating Authorised Škoda Dealers.

Only participating Authorised Škoda Dealers can perform the Scheduled Services for the Škoda Service Price.

1. What is covered under Škoda Service Pricing?

The applicable Škoda Service Price will cover the cost of standard items in each Scheduled Service as set out in the Service Schedule.

The standard items in each Scheduled Service are (subject to condition 3 below and the Service Schedule):

- a) labour;
- b) parts;
- c) lubricants; and
- d) sundries which includes items such as oil and waste recycling and or removal, workshop supplies etc.

2. Period of validity

Škoda Service Pricing is current as at the date the customer obtains a price from the Škoda Service Price Calculator or from a participating Authorised Škoda Dealer and is subject to change without notice.

If the nominated standard Scheduled Service is booked and confirmed with a participating Authorised Škoda Dealer on the date that the Škoda Service Pricing is obtained, the Škoda Service Pricing as published to the customer on that day will apply. However, customers are advised to confirm pricing on the Škoda Service Pricing Calculator or with an Authorised Škoda Dealer if booking a Scheduled Service on any subsequent day.

3. Exclusions

Škoda Service Pricing does not apply to the following:

a) Services outside of the Service Schedule

It is a condition of the availability of the Škoda Service Price that the vehicle is presented to a participating Authorised Škoda Dealer in accordance with the Service Schedule, as set out in the Owner's handbook. If the vehicle is not

presented for service in accordance with the applicable Service Schedule, Škoda Australia cannot guarantee that additional items may be identified as part of the service and accordingly, the Škoda Service Price will not apply to the nominated standard Scheduled Service.

b) Non-standard items

Škoda Service Pricing does not include the following items:

- i. Tyre rotation and balancing and wheel alignment where required;
- ii. Repair of accident damage to any body, driveline or chassis components;
- iii. Additional maintenance due to modification from original specification;
- iv. Normal wear and tear consumable items and parts requiring additional maintenance (including but not limited to clutch linings, brake discs and pads, brake linings, wiper blades, globes of all types (excluding Bi Xeon and LED), fuses, trims, brakes, diesel particulate filters, catalytic converters, all belts, water pumps, tyres, spark plugs, filters, Satellite Navigation update disks and all other parts of your vehicle that have been subject to normal wear and tear);
- v. Items or work required as a result of vehicle misuse or abuse or as a result of the vehicle not being driven in accordance with the manufacturer's specifications and guidelines;
- vi. Additional fluids and additives not specified in the Service Schedule - Škoda;
- vii. Adjustments not specified in the Service Schedule - Škoda;
- viii. Additional maintenance and repairs that may be recommended by your
- ix. Authorised Škoda Dealer to suit your individual driving characteristics;
- x. Service or maintenance of non-genuine Škoda parts;
- xi. Service, fitment or maintenance of any accessories, including Škoda accessories

Participating Authorised Škoda Dealers are required to advise you if any additional service or maintenance work is required. You will be informed prior to that work being undertaken and your consent should be requested and obtained before the participating Authorised Škoda Dealer undertakes the additional service or maintenance work. If any of the above items are identified by the dealer as being required, subject to the customer's consent, they will be charged separately, and in addition to, the Škoda Service Pricing.

c) Intermediate services

As some driving conditions place more stress and strain on your vehicle, some maintenance procedures may be required to be performed more regularly than the Scheduled Services. Your participating Authorised Škoda Dealer can advise you on the benefits of intermediate servicing in line with your vehicle's operating conditions. **Intermediate services are not covered under the Škoda Service Pricing Program.**

4. Definitions

The following definitions apply to these terms and conditions:

Authorised Škoda Dealer means a dealer appointed by Škoda to sell new and /or demonstrator Škoda vehicles of the kind marketed from time to time by Škoda in Australia and/or to perform Škoda warranty service on such vehicles. Only EV Certified Škoda Dealers can service electric Škoda vehicles.

Eligibility Period means the period commencing at the Škoda New Vehicle Warranty Start Date and expiring at the earlier of:

- a) Six (6) years from the Škoda New Vehicle Warranty Start Date; or
- b) When the aggregate distance travelled by the vehicle reaches 90,000 kilometres.

Eligible Vehicles means any Fabia, Yeti, Octavia, Rapid, Scala, Kamiq, Roomster, Superb, Karoq, Kodiaq and Enyaq models first sold by an Authorised Škoda Dealer or purchased on <https://www.skoda.com.au> and specifically excludes:

- a) privately imported vehicles; and
- b) 'Grey import' vehicles, i.e. vehicles imported other than through authorised Škoda channels for the purpose of resale.

Scheduled Services means, for all Eligible Vehicles, each of the first six (for petrol and diesel vehicles) and 5 (for electric vehicles) standard scheduled service intervals which are scheduled to occur at every 15,000km/12 month interval (whichever occurs first) for petrol and diesel vehicles and every 30,000km/24 month interval (whichever occurs first) for electric vehicles, as set out in the Service Schedule.

Service Schedule means the official service schedule recommended by the manufacturer for an Eligible Vehicle as set out in the Owner's Handbook as amended from time to time. The Service Schedule may differ across models/variants; specific details can be found in your Owners Handbook and from your Authorised Škoda Dealer.

Škoda means Volkswagen Group Australia Pty Ltd trading as Škoda Australia, ABN 14 093 117 876.

Škoda New Vehicle Warranty means the manufacturer's warranty against defects in material or workmanship in respect of the Eligible Vehicle

Škoda New Vehicle Warranty Start Date means:

- a) In the case of a vehicle which is a company, dealership or demonstrator vehicle, the date on which the vehicle is first registered by Škoda or an Authorised Škoda Dealer; or
- b) In all other cases the date on which the vehicle is delivered to its first owner by the selling Authorised Škoda Dealer.

Škoda Service Price means the maximum price payable by a customer for a standard Scheduled Service as published on the date the customer obtains that price for that Scheduled Service from the Škoda Service Price Calculator or from a participating Škoda Dealer. The Škoda Service Price is valid for the day that it is published only and is subject to change without notice.

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