



Prepaid Servicing for Kia Electric Vehicles -Terms and Conditions

These Terms and Conditions govern the operation of Kia's Prepaid Servicing for Electric Vehicles Program and are effective from 20 December 2024.

1. Under this program, customers with an electric battery-powered Kia vehicle that is less than 11 months old and have a mileage under 15,000km have the option to pre-purchase 3, 5 or 7 15,000km interval standard scheduled services for their vehicle.
2. The program only applies to the standard scheduled services set out in the Owner's Manual for the customer's electric battery-powered Kia vehicle (and in clause 16 of these Terms and Conditions below).
3. The prepaid price for each eligible standard scheduled service under the program covers the cost (including GST) of:
 - labour;
 - genuine parts (listed in the specific Kia service schedule in the Owner's Manual);
 - fluids; and
 - Sundries.
4. The program does not cover the cost of any of the following:
 - Additional maintenance or repair for wear and tear to items including, but not limited to, tyres, brake pads and bulbs;
 - Fluid top ups or other items required between scheduled services;
 - Items that require replacement or repair due to excess wear and tear, misuse or a lack of maintenance as described in the Owner's Manual;
 - Supplementary maintenance services (which will vary depending on the use of the vehicle) such as the conditions listed in the "Maintenance Under Severe Usage Conditions" section of the Owner's Manual for the applicable vehicle; and

- Additional maintenance and repairs that may be recommended by your Kia dealer to suit your particular driving conditions.

Your Kia dealer will advise if any additional items require attention prior to the works being undertaken. Your authorised Kia dealer must obtain your consent before completing those additional works.

5. The program is assigned to the vehicle and not the owner. Any prepaid servicing purchased under the program is transferable to subsequent owners of the vehicle, but cannot be transferred to another vehicle.
6. No refunds will be issued for unused prepaid services or if the vehicle is sold. In any circumstance where the vehicle has been rendered no longer drivable prior to the expiry of its prepaid service plan, no credit of the remaining value of the unused plan will be provided.
7. The program is available to customers from the Warranty Start Date for their Kia electric battery-powered vehicle. Service due dates for the vehicle are also calculated from the Warranty Start Date.
8. The program is only available if the customer's vehicle meets the following criteria:
 1. The vehicle is an electric battery-powered Kia vehicle imported and distributed by Kia Australia Pty Ltd and sold through an authorised Kia dealer.
 2. The vehicle is less than 11 months old (from the Warranty Start Date).
 3. The vehicle's mileage is under 15,000 km.
 4. No scheduled service has been performed on the vehicle (please note: the complimentary service offered to new Kia vehicle owners at 3 months from the Warranty Start Date or when the vehicle's mileage reaches 3,000 km is not considered a scheduled service for the purposes of this program).

Please note: If a scheduled service has already been performed on the customer's vehicle, that vehicle is not eligible for the program.

9. Prepaid services purchased under the program are only available at authorised Kia dealers.
10. Servicing conducted under the program must be carried out in accordance with Kia's time and kilometre (whichever occurs first) scheduled maintenance requirements, set out in the Owner's Manual for the applicable electric battery-powered Kia vehicle.

11. Customers cannot claim both a specified distance service and the corresponding time period service separately under the program.
12. If any scheduled maintenance service for the vehicle is missed, additional costs may apply when the vehicle is next serviced, in addition to the prepaid price for that particular service. Those additional costs are not covered by the program.
13. Kia's Roadside Assistance package will be available to customers for the term of their prepaid servicing package (up to a maximum of 8 years from the vehicle's Warranty Start Date) and is renewed for a term of 12 months upon each service being completed under the program.
14. These Terms and Conditions may be amended from time to time. Amendments will be published on the Kia website and will take effect immediately on publication.
15. Eligible standard scheduled services
The scheduled services for electric battery-powered Kia vehicles that are eligible under the program are:
 - Twelve (12) months / fifteen thousand (15,000) kilometre service
 - Twenty four (24) months / thirty thousand (30,000) kilometre service
 - Thirty six (36) months / forty five thousand (45,000) kilometre service
 - Forty eight (48) months / sixty thousand (60,000) kilometre service
 - Sixty (60) months / seventy five thousand (75,000) kilometre service
 - Seventy two (72) months / ninety thousand (90,000) kilometre service
 - Eighty four (84) months / one hundred and five thousand (105,000) kilometre service

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