

# GENERAL TERMS & CONDITIONS

## 1. Applicability

These general terms and conditions are being offered by Volvo Auto India Pvt. Ltd. ('Volvo') for Volvo Car Service Plan, hereinafter referred to as the 'Service plan' are valid for new Volvo cars. The terms and conditions only apply to the specific vehicle for which this Service plan is made.

## 2. Term and early termination etc.

- a) This Service plan is valid for a fixed, sequenced number of scheduled maintenance services of the vehicle. When these have occurred, the Service plan is terminated without any prior notice. The Service plan is also considered terminated when such 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 the customer has not delivered the vehicle to a Volvo authorized workshop for Volvo Genuine Service.
- b) This Service plan shall be effective from the date of retail sale of the vehicle made by the authorized dealer to the customer irrespective of the fact when the Service plan is purchased by the customer.
- c) The grant of this Service plan is subject to discretion of Volvo and the authorized dealership subject to condition of the vehicle.
- b) If the Service plan is terminated beforehand the customer has no right to any refund of payments already made.
- c) The validity of the Service plan is connected to the vehicle and will therefore under normal circumstances still be valid for the agreed number of scheduled maintenance services of the vehicle, even if there has been a change in ownership.
- d) The validity of the Service plan is applicable within India only. Scheduled maintenance service under this Service plan can be invoked at Volvo Car authorized workshop only.
- e) Volvo has the right to terminate this contract with immediate effect if the conditions for Volvo's operations in India change significantly due to circumstances outside of Volvo's control and these circumstances significantly complicate Volvo's ability to perform its duties under this Service plan. The Parties have the right to terminate the Service plan with immediate effect if the other party performs a severe or repeated breach of its obligations under this Service plan.
- f) A termination of the Service plan does not free the customer from any obligations that arose before the termination of the Service plan.

## 3. Price and payment

- a) The pricing of this Service plan is based on the chosen number of services by each customer as communicated to the authorized dealer at the time of purchase of this Service plan. Volvo will invoice the total price of this Service plan no later than at time of vehicle delivery or prior to first service, as applicable. Volvo authorized dealer network will act as an agent for Volvo in this transaction.
- b) The price which is stated in the Service plan is the total price for the workshop's services according to this Service plan which cannot be prolonged or otherwise extended.
- c) The customer shall pay the agreed price in advance, no later than at time of vehicle delivery or prior to first service, as applicable.
- d) Payment shall be made in such a manner as stated by the dealer in question and shall be non-refundable once paid.
- e) If the customer orders scheduled maintenance services according to this Service plan and these are carried out after the termination or expiry of this Service plan the customer shall pay for these services according to the normal price- and payment conditions of the dealer in question

## 4. Fixed number of services

- a) The Service plan includes a fixed, sequenced number of services. These shall be carried out according to Volvo's recommendations.

## 5. Workshop obligations

### 5.1 Extent of the Service Plan

Assuming that the customer has fulfilled his obligations according to the terms and conditions of the Service plan the workshop shall, with the limitations given in these terms and conditions, without further costs for the customer, provide and perform:

- a) Volvo Genuine Service in accordance with Volvo Car's recommendations, functionality and safety checks as well as actions performed at specified service intervals. The commitment includes labor as well as material, such as oils, fluids, software and spare parts included in Volvo Genuine Service. For more details on the Model wise coverage of the present Service plan please refer to 'Annexure 1' which is enclosed herewith.

### 5.2 The following is not included in the Service plan

- a) Refill of oils and fluids between normal scheduled maintenance occasions.
- b) Material or fluids not included in Volvo Genuine Service according to Volvo's recommendations.

### 5.3 Fulfillment of work

- a) Volvo Genuine Service is carried out by Volvo authorized workshops in India.
- b) The customer has the right to choose any authorized workshop within India for carrying out the Volvo Genuine Service.
- c) The workshop will perform its obligations during its normal business hours and within reasonable time from the time in which the customer has notified a service need and made the car available for service at the workshop.

## 6. Customer obligations

The customer's right to service requires the customer to pay in accordance with the Service plan and that the need for service requested by the customer have incurred during the period covered under this Service plan. For the Service plan to be valid it is further required that the customer:

- a) Drives, maintains and manages the vehicle in accordance with the instructions given in the owner's manual of the vehicle as well as its service and warranty handbook.
- b) Conducts routine checks of oil level and other fluids in the vehicle between recommended service intervals and, if needed, fill up at own expense.
- c) At own expense delivers the vehicle to a Volvo authorized workshop for Volvo Genuine Service at the service intervals stated in the owner's manual and service and warranty handbook of the vehicle.

## 7. Transferring the Service Plan

If the customer sells or otherwise transfers the vehicle to a new owner, the Service plan follows the vehicle. Any remaining service occasion in this Service plan can then be used by the new owner according to herein specified conditions.

## 8. Disclaimer

This Service plan does not include any obligation of the workshop or Volvo Cars to reimburse the customer in any way for costs, loss of income, loss of time or other damage, caused by the customer turning the vehicle over to the workshop or caused by the customer being unable to use the vehicle during the time it has been in the care of the workshop for agreed scheduled maintenance.

However, this does not infer any limitation of the customer's right to request compensation or other penalties due to faults or delays in the service according to mandatory legal provisions.

## 10. Applicable Law and Disputes

Regarding disputes concerning the interpretation or application of this Service plan, the parties shall seek to resolve these by mutual agreement. Any disputes arising herein will be dealt by the civil courts situated at New Delhi.

# VOLVO CAR SERVICE PLAN 2

V O L V O

ANNEXURE : 1

Issuing Dealer :	VIN :
Customer Name :	Retail Date :
Address :	Period Covered :
Mobile No. :	Model :
Email :	Odometer :

**Note : Service Interval 12 months /10,000 km whichever occurs earlier**

Operation No.	Operation Description	Part Description	10K	20K
17301	BASIC MAINTENENACE (Every 10K)		•	•
17302	WEAR & TEAR INSPECTION (Every 20K)			•
17301	OIL CHANGE (Every 10K)	Engine oil	•	•
17301	OIL FILTER INSERT (Every 10K)	Oil Filter	•	•
17301	GASKET (Every 10K)	Gasket	•	•
17432	AIR CLEANER PASSENGER COMPARTMENT REPLACE (Every 20K)	Multifilter		•
17481	CLEANING INSIDE WINDSCREEN IN FRONT OF CAMERA (As per VIDA)			•

**Terms & Conditions :**

1. The above specified parts & labour operations are only covered under this plan.
2. The replacement of these parts are subject to the service intervals specified above.
3. The benefit under this plan specific to the above VIN only and non-transferable to other VIN.
4. Other frequent used items like Belts, Tensioner, Coolant, transmission oil, washer fluid, wheel alignment & wheel balancing etc.. will be charged as per actuals

**Owners Acceptance :**

I have understood the terms and conditions for the **VOLVO CAR SERVICE PLAN 2** , and I agree to abide by the same.  
On Behalf of **Volvo Auto India Pvt. Ltd.**

NAME: .....

DESIGNATION : .....

AUTHORISED SIGNATORY

CUSTOMER SIGNATURE

# GENERAL TERMS & CONDITIONS

## 1. Applicability

These general terms and conditions are being offered by Volvo Auto India Pvt. Ltd. ('Volvo') for Volvo Car Service Plan, hereinafter referred to as the 'Service plan' are valid for new Volvo cars. The terms and conditions only apply to the specific vehicle for which this Service plan is made.

## 2. Term and early termination etc.

- a) This Service plan is valid for a fixed, sequenced number of scheduled maintenance services of the vehicle. When these have occurred the Service plan is terminated without any prior notice. The Service plan is also considered terminated when such 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 the customer has not delivered the vehicle to a Volvo authorized workshop for Volvo Genuine Service.
- b) This Service plan is, in addition to above, also valid for a limited range of wear and tear components and operations as specified in Annexure 1 to this Service plan. These components and related operations are covered for the same period and mileage as the scheduled maintenance and are subject to the same termination regulations as stated in 2a above.
- c) Wear and Tear items are covered for wear and tear only. Should items need to be changed for any other reason than wear and tear this can be charged to the customer basis the assessment of the authorized dealer.
- c) If the Service plan is terminated beforehand the customer has no right to any refund of payments already made.
- d) The validity of the Service plan is connected to the vehicle and will therefore under normal circumstances still be valid during the agreed number of scheduled maintenance services of the vehicle, even if there has been a change in ownership.
- e) The validity of the Service plan is applicable within India Only. Scheduled maintenance service as well as wear & tear operations according to this Service plan can be invoked at Volvo's authorized workshop only.
- f) Volvo has the right to terminate this contract with immediate effect if the conditions for Volvo's operations in India change significantly due to circumstances outside of Volvo's control and these circumstances significantly complicate Volvo's ability to perform its duties according to this Service plan. The Parties have the right to terminate the Service plan with immediate effect if the other party performs a severe or repeated breach of its obligations under this Service plan.
- g) A termination of the Service plan does not free the customer from any obligations that arose before the termination of the Service plan.

## 3. Price and payment

- a) Volvo's pricing of this Service plan is based on chosen number of services as communicated to the authorized dealer at the time of purchase of this Service plan and also includes the wear and tear components and operations. Volvo will invoice the total price of this Service plan no later than at time of vehicle delivery or prior to first service, as applicable. Volvo authorized dealer network will act as an agent for Volvo in this transaction.
- b) The price which is stated in the Service plan is the total price for the workshop's services according to this Service plan which cannot be prolonged or otherwise extended.
- c) The customer shall pay the agreed price in advance, no later than at time of vehicle delivery or prior to first service, as applicable.
- d) Payment shall be made in such a manner as stated by the dealer in question and shall be non-refundable once paid.
- e) If the customer orders scheduled maintenance services and/or wear & tear work according to this Service plan and this is carried out after the termination of this Service plan the customer shall pay for these services according to the normal price- and payment conditions of the workshop in question.

## 4. Fixed number of services

- a) The Service plan includes a fixed, sequenced number of services. These shall be carried out according to Volvo's recommendations.

## 5. Definition of wear & tear coverage

- a) The Service plan further includes the following wear & tear components and associated work operations relating to the following:

- Brake disc(front and rear)
- Brake pad(front and rear)
- Wiper blades (front and rear)

However, under the present Service plan the above specified change of parts due to wear and tear shall be limited to the maximum as specified in Annexure 1 to this Service plan. It is further clarified that the replacement of these parts would be also subject to the specified service intervals and thickness specifications, (brake disc and brake pad) as laid down in the Annexure 1 to this Service plan.

## 6. Workshop obligations

### 6.1 Extent of the Service Plan

Assuming that the customer has fulfilled his obligations according to the terms and conditions of the Service plan the workshop shall, with the limitations given in these terms and conditions, without further costs for the customer, provide and perform:

- a) Volvo Genuine Service in accordance with Volvo Car's recommendations, including wear and tear-, functionality- and safety checks as well as actions performed at specified service intervals. The commitment includes labor as well as material, such as oils, fluids, software and spare parts included in the present Volvo Genuine Service. For more details on the Model wise coverage of the present Service plan please refer to 'Annexure 1' which is enclosed herewith.
- b) Wear and tear repairs and replacements of the items covered according to section 5a of this contract.
- c) Wear and tear repairs are subject to the professional judgement of the authorized Volvo workshop and cannot be claimed by the customer unless the professional judgement of the authorized Volvo workshop deems it necessary. The authorized Volvo workshop is obliged to perform covered, needed, wear and tear operations without customer orders, in conjunction with Volvo Genuine Service.

### 6.2 The following is not included in the Service plan

- a) Refill of oils and fluids between normal scheduled maintenance occasions.
- b) Material or fluids not included in Volvo Genuine Service according to Volvo's recommendations, unless specifically stated in section 5a.
- c) Components other than those specified in either section 5a of this Service plan or in Volvo's scheduled maintenance.

### 6.3 Fulfillment of work

- a) Volvo Genuine Service as well as wear and tear repairs and replacements are carried out by Volvo authorized workshops in India.
- b) The customer has the right to choose any authorized workshop within India for carrying out the Volvo Genuine Service and wear and tear repairs and replacements.
- c) The workshop will perform its obligations during its normal business hours and within reasonable time from the time in which the customer has notified a service or repair/replacement need and made the car available for service at the workshop.

## 7. Customer obligations

The customer's right to maintenance service and wear and tear repairs requires the customer to pay in accordance with the Service plan and that the need for service and/or wear and tear repair requested by the customer have incurred during the period of this Service plan. For the Service plan to be valid it is further required that the customer:

- a) Drives, maintains and manages the vehicle in accordance with the instructions given in the owner's manual of the vehicle as well as its service and warranty handbook.
- b) Conducts routine checks of oil level and other fluids in the vehicle between recommended service intervals and, if needed, fill up at own expense.
- c) At own expense delivers the vehicle to a Volvo authorized workshop for Volvo Genuine Service at the service intervals stated in the owner's manual and service and warranty handbook of the vehicle.

## 8. Transferring the Service Plan

If the customer sells or otherwise transfers the vehicle to a new owner, the Service plan follows the vehicle. Any remaining service occasion and wear and tear repairs in this Service plan can then be used by the new owner according to herein specified conditions.

## 9. Disclaimer

This Service plan does not include any obligation of the workshop or Volvo Cars to reimburse the customer in any way for costs, loss of income, loss of time or other damage, caused by the customer turning the vehicle over to the workshop or caused by the customer being unable to use the vehicle during the time it has been in the care of the workshop for agreed scheduled maintenance.

However, this does not infer any limitation of the customer's right to request compensation or other penalties due to faults or delays in the service according to mandatory legal provisions

## 10. Applicable Law and Disputes

Regarding disputes concerning the interpretation or application of this Service plan, the parties shall seek to resolve these by mutual agreement. Any disputes arising herein will be dealt by the civil courts situated at New Delhi.



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## 1. Applicability

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## 2. Term and early termination etc.

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- b) This Service plan shall be effective from the date of retail sale of the vehicle made by the authorized dealer to the customer irrespective of the fact when the Service plan is purchased by the customer.
- c) The grant of this Service plan is subject to discretion of Volvo and the authorized dealership subject to condition of the vehicle.
- b) If the Service plan is terminated beforehand the customer has no right to any refund of payments already made.
- c) The validity of the Service plan is connected to the vehicle and will therefore under normal circumstances still be valid for the agreed number of scheduled maintenance services of the vehicle, even if there has been a change in ownership.
- d) The validity of the Service plan is applicable within India only. Scheduled maintenance service under this Service plan can be invoked at Volvo Car authorized workshop only.
- e) Volvo has the right to terminate this contract with immediate effect if the conditions for Volvo's operations in India change significantly due to circumstances outside of Volvo's control and these circumstances significantly complicate Volvo's ability to perform its duties under this Service plan. The Parties have the right to terminate the Service plan with immediate effect if the other party performs a severe or repeated breach of its obligations under this Service plan.
- f) A termination of the Service plan does not free the customer from any obligations that arose before the termination of the Service plan.

## 3. Price and payment

- a) The pricing of this Service plan is based on the chosen number of services by each customer as communicated to the authorized dealer at the time of purchase of this Service plan. Volvo will invoice the total price of this Service plan no later than at time of vehicle delivery or prior to first service, as applicable. Volvo authorized dealer network will act as an agent for Volvo in this transaction.
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- e) If the customer orders scheduled maintenance services according to this Service plan and these are carried out after the termination or expiry of this Service plan the customer shall pay for these services according to the normal price- and payment conditions of the dealer in question

## 4. Fixed number of services

- a) The Service plan includes a fixed, sequenced number of services. These shall be carried out according to Volvo's recommendations.

## 5. Workshop obligations

### 5.1 Extent of the Service Plan

Assuming that the customer has fulfilled his obligations according to the terms and conditions of the Service plan the workshop shall, with the limitations given in these terms and conditions, without further costs for the customer, provide and perform:

- a) Volvo Genuine Service in accordance with Volvo Car's recommendations, functionality and safety checks as well as actions performed at specified service intervals. The commitment includes labor as well as material, such as oils, fluids, software and spare parts included in Volvo Genuine Service. For more details on the Model wise coverage of the present Service plan please refer to 'Annexure 1' which is enclosed herewith.

### 5.2 The following is not included in the Service plan

- a) Refill of oils and fluids between normal scheduled maintenance occasions.
- b) Material or fluids not included in Volvo Genuine Service according to Volvo's recommendations.

### 5.3 Fulfillment of work

- a) Volvo Genuine Service is carried out by Volvo authorized workshops in India.
- b) The customer has the right to choose any authorized workshop within India for carrying out the Volvo Genuine Service.
- c) The workshop will perform its obligations during its normal business hours and within reasonable time from the time in which the customer has notified a service need and made the car available for service at the workshop.

## 6. Customer obligations

The customer's right to service requires the customer to pay in accordance with the Service plan and that the need for service requested by the customer have incurred during the period covered under this Service plan. For the Service plan to be valid it is further required that the customer:

- a) Drives, maintains and manages the vehicle in accordance with the instructions given in the owner's manual of the vehicle as well as its service and warranty handbook.
- b) Conducts routine checks of oil level and other fluids in the vehicle between recommended service intervals and, if needed, fill up at own expense.
- c) At own expense delivers the vehicle to a Volvo authorized workshop for Volvo Genuine Service at the service intervals stated in the owner's manual and service and warranty handbook of the vehicle.

## 7. Transferring the Service Plan

If the customer sells or otherwise transfers the vehicle to a new owner, the Service plan follows the vehicle. Any remaining service occasion in this Service plan can then be used by the new owner according to herein specified conditions.

## 8. Disclaimer

This Service plan does not include any obligation of the workshop or Volvo Cars to reimburse the customer in any way for costs, loss of income, loss of time or other damage, caused by the customer turning the vehicle over to the workshop or caused by the customer being unable to use the vehicle during the time it has been in the care of the workshop for agreed scheduled maintenance.

However, this does not infer any limitation of the customer's right to request compensation or other penalties due to faults or delays in the service according to mandatory legal provisions.

## 10. Applicable Law and Disputes

Regarding disputes concerning the interpretation or application of this Service plan, the parties shall seek to resolve these by mutual agreement. Any disputes arising herein will be dealt by the civil courts situated at New Delhi.

# VOLVO CAR SERVICE PLAN 3

V O L V O

ANNEXURE : 1

Issuing Dealer :	VIN :
Customer Name :	Retail Date :
Address :	Period Covered :
Mobile No. :	Model :
Email :	Odometer :

**Note : Service Interval 12 months /10,000 km whichever occurs earlier**

Operation No.	Operation Description	Part Description	10K	20K	30K
17301	BASIC MAINTENENACE (Every 10K)		•	•	•
17302	WEAR & TEAR INSPECTION (Every 20K)			•	
17301	OIL CHANGE (Every 10K)	Engine oil	•	•	•
17301	OIL FILTER INSERT (Every 10K)	Oil Filter	•	•	•
17301	GASKET (Every 10K)	Gasket	•	•	•
17432	AIR CLEANER PASSENGER COMPARTMENT REPLACE (Every 20K)	Multifilter		•	
17481	CLEANING INSIDE WINDSCREEN IN FRONT OF CAMERA (As per VIDA)			•	
17435	AIR CLEANER ENGINE REPLACE (Every 30K)	Air Filter			•

**Terms & Conditions :**

1. The above specified parts & labour operations are only covered under this plan.
2. The replacement of these parts are subject to the service intervals specified above.
3. The benefit under this plan specific to the above VIN only and non-transferable to other VIN.
4. Other frequent used items like Belts, Tensioner, Coolant, transmission oil, washer fluid, wheel alignment & wheel balancing etc.. will be charged as per actuals

**Owners Acceptance :**

I have understood the terms and conditions for the **VOLVO CAR SERVICE PLAN 3** , and I agree to abide by the same.  
On Behalf of **Volvo Auto India Pvt. Ltd.**

**NAME:** .....

**DESIGNATION :** .....

AUTHORISED SIGNATORY

CUSTOMER SIGNATURE

# GENERAL TERMS & CONDITIONS

## 1. Applicability

These general terms and conditions are being offered by Volvo Auto India Pvt. Ltd. ('Volvo') for Volvo Car Service Plan, hereinafter referred to as the 'Service plan' are valid for new Volvo cars. The terms and conditions only apply to the specific vehicle for which this Service plan is made.

## 2. Term and early termination etc.

- a) This Service plan is valid for a fixed, sequenced number of scheduled maintenance services of the vehicle. When these have occurred the Service plan is terminated without any prior notice. The Service plan is also considered terminated when such 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 the customer has not delivered the vehicle to a Volvo authorized workshop for Volvo Genuine Service.
- b) This Service plan is, in addition to above, also valid for a limited range of wear and tear components and operations as specified in Annexure 1 to this Service plan. These components and related operations are covered for the same period and mileage as the scheduled maintenance and are subject to the same termination regulations as stated in 2a above.
- c) Wear and Tear items are covered for wear and tear only. Should items need to be changed for any other reason than wear and tear this can be charged to the customer basis the assessment of the authorized dealer.
- c) If the Service plan is terminated beforehand the customer has no right to any refund of payments already made.
- d) The validity of the Service plan is connected to the vehicle and will therefore under normal circumstances still be valid during the agreed number of scheduled maintenance services of the vehicle, even if there has been a change in ownership.
- e) The validity of the Service plan is applicable within India Only. Scheduled maintenance service as well as wear & tear operations according to this Service plan can be invoked at Volvo's authorized workshop only.
- f) Volvo has the right to terminate this contract with immediate effect if the conditions for Volvo's operations in India change significantly due to circumstances outside of Volvo's control and these circumstances significantly complicate Volvo's ability to perform its duties according to this Service plan. The Parties have the right to terminate the Service plan with immediate effect if the other party performs a severe or repeated breach of its obligations under this Service plan.
- g) A termination of the Service plan does not free the customer from any obligations that arose before the termination of the Service plan.

## 3. Price and payment

- a) Volvo's pricing of this Service plan is based on chosen number of services as communicated to the authorized dealer at the time of purchase of this Service plan and also includes the wear and tear components and operations. Volvo will invoice the total price of this Service plan no later than at time of vehicle delivery or prior to first service, as applicable. Volvo authorized dealer network will act as an agent for Volvo in this transaction.
- b) The price which is stated in the Service plan is the total price for the workshop's services according to this Service plan which cannot be prolonged or otherwise extended.
- c) The customer shall pay the agreed price in advance, no later than at time of vehicle delivery or prior to first service, as applicable.
- d) Payment shall be made in such a manner as stated by the dealer in question and shall be non-refundable once paid.
- e) If the customer orders scheduled maintenance services and/or wear & tear work according to this Service plan and this is carried out after the termination of this Service plan the customer shall pay for these services according to the normal price- and payment conditions of the workshop in question.

## 4. Fixed number of services

- a) The Service plan includes a fixed, sequenced number of services. These shall be carried out according to Volvo's recommendations.

## 5. Definition of wear & tear coverage

- a) The Service plan further includes the following wear & tear components and associated work operations relating to the following:

- Brake disc(front and rear)
- Brake pad(front and rear)
- Wiper blades (front and rear)

However, under the present Service plan the above specified change of parts due to wear and tear shall be limited to the maximum as specified in Annexure 1 to this Service plan. It is further clarified that the replacement of these parts would be also subject to the specified service intervals and thickness specifications, (brake disc and brake pad) as laid down in the Annexure 1 to this Service plan.

## 6. Workshop obligations

### 6.1 Extent of the Service Plan

Assuming that the customer has fulfilled his obligations according to the terms and conditions of the Service plan the workshop shall, with the limitations given in these terms and conditions, without further costs for the customer, provide and perform:

- a) Volvo Genuine Service in accordance with Volvo Car's recommendations, including wear and tear-, functionality- and safety checks as well as actions performed at specified service intervals. The commitment includes labor as well as material, such as oils, fluids, software and spare parts included in the present Volvo Genuine Service. For more details on the Model wise coverage of the present Service plan please refer to 'Annexure 1' which is enclosed herewith.
- b) Wear and tear repairs and replacements of the items covered according to section 5a of this contract.
- c) Wear and tear repairs are subject to the professional judgement of the authorized Volvo workshop and cannot be claimed by the customer unless the professional judgement of the authorized Volvo workshop deems it necessary. The authorized Volvo workshop is obliged to perform covered, needed, wear and tear operations without customer orders, in conjunction with Volvo Genuine Service.

### 6.2 The following is not included in the Service plan

- a) Refill of oils and fluids between normal scheduled maintenance occasions.
- b) Material or fluids not included in Volvo Genuine Service according to Volvo's recommendations, unless specifically stated in section 5a.
- c) Components other than those specified in either section 5a of this Service plan or in Volvo's scheduled maintenance.

### 6.3 Fulfillment of work

- a) Volvo Genuine Service as well as wear and tear repairs and replacements are carried out by Volvo authorized workshops in India.
- b) The customer has the right to choose any authorized workshop within India for carrying out the Volvo Genuine Service and wear and tear repairs and replacements.
- c) The workshop will perform its obligations during its normal business hours and within reasonable time from the time in which the customer has notified a service or repair/replacement need and made the car available for service at the workshop.

## 7. Customer obligations

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- a) Drives, maintains and manages the vehicle in accordance with the instructions given in the owner's manual of the vehicle as well as its service and warranty handbook.
- b) Conducts routine checks of oil level and other fluids in the vehicle between recommended service intervals and, if needed, fill up at own expense.
- c) At own expense delivers the vehicle to a Volvo authorized workshop for Volvo Genuine Service at the service intervals stated in the owner's manual and service and warranty handbook of the vehicle.

## 8. Transferring the Service Plan

If the customer sells or otherwise transfers the vehicle to a new owner, the Service plan follows the vehicle. Any remaining service occasion and wear and tear repairs in this Service plan can then be used by the new owner according to herein specified conditions.

## 9. Disclaimer

This Service plan does not include any obligation of the workshop or Volvo Cars to reimburse the customer in any way for costs, loss of income, loss of time or other damage, caused by the customer turning the vehicle over to the workshop or caused by the customer being unable to use the vehicle during the time it has been in the care of the workshop for agreed scheduled maintenance.

However, this does not infer any limitation of the customer's right to request compensation or other penalties due to faults or delays in the service according to mandatory legal provisions

## 10. Applicable Law and Disputes

Regarding disputes concerning the interpretation or application of this Service plan, the parties shall seek to resolve these by mutual agreement. Any disputes arising herein will be dealt by the civil courts situated at New Delhi.

# VOLVO CAR SERVICE PLAN PLUS 3

V O L V O

ANNEXURE : 1

Issuing Dealer :	VIN :
Customer Name :	Retail Date :
Address :	Period Covered :
Mobile No. :	Model :
Email :	Odometer :

**Note : Service Interval 12 months /10,000 km whichever occurs earlier**

Operation No.	Operation Description	Part Description	10K	20K	30K
17301	BASIC MAINTENENACE (Every 10K)		•	•	•
17302	WEAR & TEAR INSPECTION (Every 20K)			•	
17301	OIL CHANGE (Every 10K)	Engine oil	•	•	•
17301	OIL FILTER INSERT (Every 10K)	Oil Filter	•	•	•
17301	GASKET (Every 10K)	Gasket	•	•	•
17432	AIR CLEANER PASSENGER COMPARTMENT REPLACE (Every 20K)	Multifilter		•	
17481	CLEANING INSIDE WINDSCREEN IN FRONT OF CAMERA (As per VIDA)			•	
17435	AIR CLEANER ENGINE REPLACE (Every 30K)	Air Filter			•
36304	BLADE WINDSCREEN WIPER X2 REPLACE	WIPER BLADE KIT	•	•	•
36351	WIPER BLADE TAILGATE WIPER REPLACE	REAR WINDOW WIPER	•	•	•
51117	BRAKE PADS/DISCS FRONT X2 REPLACE	BRAKE DISC KIT	Upto maximum 1 nos. during the service plan		
51125	BRAKE PADS FRONT 2 WHEELS REPLACE	BRAKE PAD KIT	Upto maximum 1 nos. during the service plan		
51217	BRAKE DISC/BRAKE PADS REAR 2 WHEELS REPLACE	BRAKE DISC KIT	Upto maximum 1 nos. during the service plan		
51227	BRAKE PADS REAR REPLACE	BRAKE PAD KIT	Upto maximum 1 nos. during the service plan		

**Terms & Conditions :**

1. The above specified parts & labour operations are only covered under this plan.
2. The replacement of these parts are subject to the service intervals specified above.
3. The benefit under this plan specific to the above VIN only and non-transferable to other VIN.
4. Replacement of Brake pads at specified service interval is subject to the remaining thickness of 2 MM and below.
5. Replacement of Brake Disc at specified service intervals is subject to the minimum thickness specified on the individual brake disc.
6. Other frequent used items like Belts, Tensioner, Coolant, transmission oil, washer fluid, wheel alignment & wheel balancing etc.. will be charged as per actuals

**Owners Acceptance :**

I have understood the terms and conditions for the **VOLVO CAR SERVICE PLAN PLUS 3** , and I agree to abide by the same.  
On Behalf of **Volvo Auto India Pvt. Ltd.**

NAME: .....

DESIGNATION : .....

AUTHORISED SIGNATORY

CUSTOMER SIGNATURE

# GENERAL TERMS & CONDITIONS

## 1. Applicability

These general terms and conditions are being offered by Volvo Auto India Pvt. Ltd. ('Volvo') for Volvo Car Service Plan, hereinafter referred to as the 'Service plan' are valid for new Volvo cars. The terms and conditions only apply to the specific vehicle for which this Service plan is made.

## 2. Term and early termination etc.

- a) This Service plan is valid for a fixed, sequenced number of scheduled maintenance services of the vehicle. When these have occurred, the Service plan is terminated without any prior notice. The Service plan is also considered terminated when such 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 the customer has not delivered the vehicle to a Volvo authorized workshop for Volvo Genuine Service.
- b) This Service plan shall be effective from the date of retail sale of the vehicle made by the authorized dealer to the customer irrespective of the fact when the Service plan is purchased by the customer.
- c) The grant of this Service plan is subject to discretion of Volvo and the authorized dealership subject to condition of the vehicle.
- b) If the Service plan is terminated beforehand the customer has no right to any refund of payments already made.
- c) The validity of the Service plan is connected to the vehicle and will therefore under normal circumstances still be valid for the agreed number of scheduled maintenance services of the vehicle, even if there has been a change in ownership.
- d) The validity of the Service plan is applicable within India only. Scheduled maintenance service under this Service plan can be invoked at Volvo Car authorized workshop only.
- e) Volvo has the right to terminate this contract with immediate effect if the conditions for Volvo's operations in India change significantly due to circumstances outside of Volvo's control and these circumstances significantly complicate Volvo's ability to perform its duties under this Service plan. The Parties have the right to terminate the Service plan with immediate effect if the other party performs a severe or repeated breach of its obligations under this Service plan.
- f) A termination of the Service plan does not free the customer from any obligations that arose before the termination of the Service plan.

## 3. Price and payment

- a) The pricing of this Service plan is based on the chosen number of services by each customer as communicated to the authorized dealer at the time of purchase of this Service plan. Volvo will invoice the total price of this Service plan no later than at time of vehicle delivery or prior to first service, as applicable. Volvo authorized dealer network will act as an agent for Volvo in this transaction.
- b) The price which is stated in the Service plan is the total price for the workshop's services according to this Service plan which cannot be prolonged or otherwise extended.
- c) The customer shall pay the agreed price in advance, no later than at time of vehicle delivery or prior to first service, as applicable.
- d) Payment shall be made in such a manner as stated by the dealer in question and shall be non-refundable once paid.
- e) If the customer orders scheduled maintenance services according to this Service plan and these are carried out after the termination or expiry of this Service plan the customer shall pay for these services according to the normal price- and payment conditions of the dealer in question

## 4. Fixed number of services

- a) The Service plan includes a fixed, sequenced number of services. These shall be carried out according to Volvo's recommendations.

## 5. Workshop obligations

### 5.1 Extent of the Service Plan

Assuming that the customer has fulfilled his obligations according to the terms and conditions of the Service plan the workshop shall, with the limitations given in these terms and conditions, without further costs for the customer, provide and perform:

- a) Volvo Genuine Service in accordance with Volvo Car's recommendations, functionality and safety checks as well as actions performed at specified service intervals. The commitment includes labor as well as material, such as oils, fluids, software and spare parts included in Volvo Genuine Service. For more details on the Model wise coverage of the present Service plan please refer to 'Annexure 1' which is enclosed herewith.

### 5.2 The following is not included in the Service plan

- a) Refill of oils and fluids between normal scheduled maintenance occasions.
- b) Material or fluids not included in Volvo Genuine Service according to Volvo's recommendations.

### 5.3 Fulfillment of work

- a) Volvo Genuine Service is carried out by Volvo authorized workshops in India.
- b) The customer has the right to choose any authorized workshop within India for carrying out the Volvo Genuine Service.
- c) The workshop will perform its obligations during its normal business hours and within reasonable time from the time in which the customer has notified a service need and made the car available for service at the workshop.

## 6. Customer obligations

The customer's right to service requires the customer to pay in accordance with the Service plan and that the need for service requested by the customer have incurred during the period covered under this Service plan. For the Service plan to be valid it is further required that the customer:

- a) Drives, maintains and manages the vehicle in accordance with the instructions given in the owner's manual of the vehicle as well as its service and warranty handbook.
- b) Conducts routine checks of oil level and other fluids in the vehicle between recommended service intervals and, if needed, fill up at own expense.
- c) At own expense delivers the vehicle to a Volvo authorized workshop for Volvo Genuine Service at the service intervals stated in the owner's manual and service and warranty handbook of the vehicle.

## 7. Transferring the Service Plan

If the customer sells or otherwise transfers the vehicle to a new owner, the Service plan follows the vehicle. Any remaining service occasion in this Service plan can then be used by the new owner according to herein specified conditions.

## 8. Disclaimer

This Service plan does not include any obligation of the workshop or Volvo Cars to reimburse the customer in any way for costs, loss of income, loss of time or other damage, caused by the customer turning the vehicle over to the workshop or caused by the customer being unable to use the vehicle during the time it has been in the care of the workshop for agreed scheduled maintenance.

However, this does not infer any limitation of the customer's right to request compensation or other penalties due to faults or delays in the service according to mandatory legal provisions.

## 10. Applicable Law and Disputes

Regarding disputes concerning the interpretation or application of this Service plan, the parties shall seek to resolve these by mutual agreement. Any disputes arising herein will be dealt by the civil courts situated at New Delhi.

# VOLVO CAR SERVICE PLAN 4

V O L V O

ANNEXURE : 1

Issuing Dealer :	VIN :
Customer Name :	Retail Date :
Address :	Period Covered :
Mobile No. :	Model :
Email :	Odometer :

**Note : Service Interval 12 months /10,000 km whichever occurs earlier**

Operation No.	Operation Description	Part Description	10K	20K	30K	40K
17301	BASIC MAINTENENACE (Every 10K)		•	•	•	•
17302	WEAR & TEAR INSPECTION (Every 20K)			•		•
17301	OIL CHANGE (Every 10K)	Engine oil	•	•	•	•
17301	OIL FILTER INSERT (Every 10K)	Oil Filter	•	•	•	•
17301	GASKET (Every 10K)	Gasket	•	•	•	•
17432	AIR CLEANER PASSENGER COMPARTMENT REPLACE (Every 20K)	Multifilter		•		•
17481	CLEANING INSIDE WINDSCREEN IN FRONT OF CAMERA (As per VIDA)			•		
17435	AIR CLEANER ENGINE REPLACE (Every 30K)	Air Filter			•	
17406	BRAKE FLUID REPLACE (Every 40K)	Brake Fluid				•
17424	SPARK PLUG REPLACE (Every 40K) - Petrol Vehicle	Spark Plug Kit				•

**Terms & Conditions :**

- 1.The above specified parts & labour operations are only covered under this plan.
- 2.The replacement of these parts are subject to the service intervals specified above.
- 3.The benefit under this plan specific to the above VIN only and non-transferable to other VIN.
- 4.Replacement of Brake Fluid at specified service interval is subject to the condition observed in Brake fluid tester.
- 5.Other frequent used items like Belts, Tensioner, Coolant, transmission oil, washer fluid, wheel alignment & wheel balancing etc.. will be charged as per actuals

**Owners Acceptance :**

I have understood the terms and conditions for the **VOLVO CAR SERVICE PLAN 4** , and I agree to abide by the same.  
On Behalf of **Volvo Auto India Pvt. Ltd.**

NAME: .....

DESIGNATION : .....

\_\_\_\_\_  
AUTHORISED SIGNATORY

\_\_\_\_\_  
CUSTOMER SIGNATURE

# GENERAL TERMS & CONDITIONS

## 1. Applicability

These general terms and conditions are being offered by Volvo Auto India Pvt. Ltd. ('Volvo') for Volvo Car Service Plan, hereinafter referred to as the 'Service plan' are valid for new Volvo cars. The terms and conditions only apply to the specific vehicle for which this Service plan is made.

## 2. Term and early termination etc.

- a) This Service plan is valid for a fixed, sequenced number of scheduled maintenance services of the vehicle. When these have occurred the Service plan is terminated without any prior notice. The Service plan is also considered terminated when such 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 the customer has not delivered the vehicle to a Volvo authorized workshop for Volvo Genuine Service.
- b) This Service plan is, in addition to above, also valid for a limited range of wear and tear components and operations as specified in Annexure 1 to this Service plan. These components and related operations are covered for the same period and mileage as the scheduled maintenance and are subject to the same termination regulations as stated in 2a above.
- c) Wear and Tear items are covered for wear and tear only. Should items need to be changed for any other reason than wear and tear this can be charged to the customer basis the assessment of the authorized dealer.
- c) If the Service plan is terminated beforehand the customer has no right to any refund of payments already made.
- d) The validity of the Service plan is connected to the vehicle and will therefore under normal circumstances still be valid during the agreed number of scheduled maintenance services of the vehicle, even if there has been a change in ownership.
- e) The validity of the Service plan is applicable within India Only. Scheduled maintenance service as well as wear & tear operations according to this Service plan can be invoked at Volvo's authorized workshop only.
- f) Volvo has the right to terminate this contract with immediate effect if the conditions for Volvo's operations in India change significantly due to circumstances outside of Volvo's control and these circumstances significantly complicate Volvo's ability to perform its duties according to this Service plan. The Parties have the right to terminate the Service plan with immediate effect if the other party performs a severe or repeated breach of its obligations under this Service plan.
- g) A termination of the Service plan does not free the customer from any obligations that arose before the termination of the Service plan.

## 3. Price and payment

- a) Volvo's pricing of this Service plan is based on chosen number of services as communicated to the authorized dealer at the time of purchase of this Service plan and also includes the wear and tear components and operations. Volvo will invoice the total price of this Service plan no later than at time of vehicle delivery or prior to first service, as applicable. Volvo authorized dealer network will act as an agent for Volvo in this transaction.
- b) The price which is stated in the Service plan is the total price for the workshop's services according to this Service plan which cannot be prolonged or otherwise extended.
- c) The customer shall pay the agreed price in advance, no later than at time of vehicle delivery or prior to first service, as applicable.
- d) Payment shall be made in such a manner as stated by the dealer in question and shall be non-refundable once paid.
- e) If the customer orders scheduled maintenance services and/or wear & tear work according to this Service plan and this is carried out after the termination of this Service plan the customer shall pay for these services according to the normal price- and payment conditions of the workshop in question.

## 4. Fixed number of services

- a) The Service plan includes a fixed, sequenced number of services. These shall be carried out according to Volvo's recommendations.

## 5. Definition of wear & tear coverage

- a) The Service plan further includes the following wear & tear components and associated work operations relating to the following:

- Brake disc(front and rear)
- Brake pad(front and rear)
- Wiper blades (front and rear)

However, under the present Service plan the above specified change of parts due to wear and tear shall be limited to the maximum as specified in Annexure 1 to this Service plan. It is further clarified that the replacement of these parts would be also subject to the specified service intervals and thickness specifications, (brake disc and brake pad) as laid down in the Annexure 1 to this Service plan.

## 6. Workshop obligations

### 6.1 Extent of the Service Plan

Assuming that the customer has fulfilled his obligations according to the terms and conditions of the Service plan the workshop shall, with the limitations given in these terms and conditions, without further costs for the customer, provide and perform:

- a) Volvo Genuine Service in accordance with Volvo Car's recommendations, including wear and tear-, functionality- and safety checks as well as actions performed at specified service intervals. The commitment includes labor as well as material, such as oils, fluids, software and spare parts included in the present Volvo Genuine Service. For more details on the Model wise coverage of the present Service plan please refer to 'Annexure 1' which is enclosed herewith.
- b) Wear and tear repairs and replacements of the items covered according to section 5a of this contract.
- c) Wear and tear repairs are subject to the professional judgement of the authorized Volvo workshop and cannot be claimed by the customer unless the professional judgement of the authorized Volvo workshop deems it necessary. The authorized Volvo workshop is obliged to perform covered, needed, wear and tear operations without customer orders, in conjunction with Volvo Genuine Service.

### 6.2 The following is not included in the Service plan

- a) Refill of oils and fluids between normal scheduled maintenance occasions.
- b) Material or fluids not included in Volvo Genuine Service according to Volvo's recommendations, unless specifically stated in section 5a.
- c) Components other than those specified in either section 5a of this Service plan or in Volvo's scheduled maintenance.

### 6.3 Fulfillment of work

- a) Volvo Genuine Service as well as wear and tear repairs and replacements are carried out by Volvo authorized workshops in India.
- b) The customer has the right to choose any authorized workshop within India for carrying out the Volvo Genuine Service and wear and tear repairs and replacements.
- c) The workshop will perform its obligations during its normal business hours and within reasonable time from the time in which the customer has notified a service or repair/replacement need and made the car available for service at the workshop.

## 7. Customer obligations

The customer's right to maintenance service and wear and tear repairs requires the customer to pay in accordance with the Service plan and that the need for service and/or wear and tear repair requested by the customer have incurred during the period of this Service plan. For the Service plan to be valid it is further required that the customer:

- a) Drives, maintains and manages the vehicle in accordance with the instructions given in the owner's manual of the vehicle as well as its service and warranty handbook.
- b) Conducts routine checks of oil level and other fluids in the vehicle between recommended service intervals and, if needed, fill up at own expense.
- c) At own expense delivers the vehicle to a Volvo authorized workshop for Volvo Genuine Service at the service intervals stated in the owner's manual and service and warranty handbook of the vehicle.

## 8. Transferring the Service Plan

If the customer sells or otherwise transfers the vehicle to a new owner, the Service plan follows the vehicle. Any remaining service occasion and wear and tear repairs in this Service plan can then be used by the new owner according to herein specified conditions.

## 9. Disclaimer

This Service plan does not include any obligation of the workshop or Volvo Cars to reimburse the customer in any way for costs, loss of income, loss of time or other damage, caused by the customer turning the vehicle over to the workshop or caused by the customer being unable to use the vehicle during the time it has been in the care of the workshop for agreed scheduled maintenance.

However, this does not infer any limitation of the customer's right to request compensation or other penalties due to faults or delays in the service according to mandatory legal provisions

## 10. Applicable Law and Disputes

Regarding disputes concerning the interpretation or application of this Service plan, the parties shall seek to resolve these by mutual agreement. Any disputes arising herein will be dealt by the civil courts situated at New Delhi.

# VOLVO CAR SERVICE PLAN PLUS 4

V O L V O

ANNEXURE : 1

Issuing Dealer :	VIN :
Customer Name :	Retail Date :
Address :	Period Covered :
Mobile No. :	Model :
Email :	Odometer :

**Note : Service Interval 12 months /10,000 km whichever occurs earlier**

Operation No.	Operation Description	Part Description	10K	20K	30K	40K
17301	BASIC MAINTENENACE (Every 10K)		•	•	•	•
17302	WEAR & TEAR INSPECTION (Every 20K)			•		•
17301	OIL CHANGE (Every 10K)	Engine oil	•	•	•	•
17301	OIL FILTER INSERT (Every 10K)	Oil Filter	•	•	•	•
17301	GASKET (Every 10K)	Gasket	•	•	•	•
17432	AIR CLEANER PASSENGER COMPARTMENT REPLACE (Every 20K)	Multifilter		•		•
17481	CLEANING INSIDE WINDSCREEN IN FRONT OF CAMERA (As per VIDA)			•		
17435	AIR CLEANER ENGINE REPLACE (Every 30K)	Air Filter			•	
17406	BRAKE FLUID REPLACE (Every 40K)	Brake Fluid				•
17424	SPARK PLUG REPLACE (Every 40K) - Petrol Vehicle	Spark Plug Kit				•
36304	BLADE WINDSCREEN WIPER X2 REPLACE	WIPER BLADE KIT	•	•	•	•
36351	WIPER BLADE TAILGATE WIPER REPLACE	REAR WINDOW WIPER	•	•	•	•
51117	BRAKE PADS/DISCS FRONT X2 REPLACE	BRAKE DISC KIT	Upto maximum 1 nos. during the service plan			
51125	BRAKE PADS FRONT 2 WHEELS REPLACE	BRAKE PAD KIT	Upto maximum 1 nos. during the service plan			
51217	BRAKE DISC/BRAKE PADS REAR 2 WHEELS REPLACE	BRAKE DISC KIT	Upto maximum 1 nos. during the service plan			
51227	BRAKE PADS REAR REPLACE	BRAKE PAD KIT	Upto maximum 1 nos. during the service plan			

**Terms & Conditions :**

1. The above specified parts & labour operations are only covered under this plan.
2. The replacement of these parts are subject to the service intervals specified above.
3. The benefit under this plan specific to the above VIN only and non-transferable to other VIN.
4. Replacement of Brake Fluid at specified service interval is subject to the condition observed in Brake fluid tester.
5. Replacement of Brake pads at specified service interval is subject to the remaining thickness of 2 MM and below.
6. Replacement of Brake Disc at specified service intervals is subject to the minimum thickness specified on the individual brake disc.
7. Other frequent used items like Belts, Tensioner, Coolant, transmission oil, washer fluid, wheel alignment & wheel balancing etc.. will be charged as per actuals

**Owners Acceptance :**

I have understood the terms and conditions for the **VOLVO CAR SERVICE PLAN PLUS 4** , and I agree to abide by the same.  
On Behalf of **Volvo Auto India Pvt. Ltd.**

NAME: .....

DESIGNATION : .....

AUTHORISED SIGNATORY

CUSTOMER SIGNATURE

# GENERAL TERMS & CONDITIONS

## 1. Applicability

These general terms and conditions are being offered by Volvo Auto India Pvt. Ltd. ('Volvo') for Volvo Car Service Plan, hereinafter referred to as the 'Service plan' are valid for new Volvo cars. The terms and conditions only apply to the specific vehicle for which this Service plan is made.

## 2. Term and early termination etc.

- a) This Service plan is valid for a fixed, sequenced number of scheduled maintenance services of the vehicle. When these have occurred, the Service plan is terminated without any prior notice. The Service plan is also considered terminated when such 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 the customer has not delivered the vehicle to a Volvo authorized workshop for Volvo Genuine Service.
- b) This Service plan shall be effective from the date of retail sale of the vehicle made by the authorized dealer to the customer irrespective of the fact when the Service plan is purchased by the customer.
- c) The grant of this Service plan is subject to discretion of Volvo and the authorized dealership subject to condition of the vehicle.
- b) If the Service plan is terminated beforehand the customer has no right to any refund of payments already made.
- c) The validity of the Service plan is connected to the vehicle and will therefore under normal circumstances still be valid for the agreed number of scheduled maintenance services of the vehicle, even if there has been a change in ownership.
- d) The validity of the Service plan is applicable within India only. Scheduled maintenance service under this Service plan can be invoked at Volvo Car authorized workshop only.
- e) Volvo has the right to terminate this contract with immediate effect if the conditions for Volvo's operations in India change significantly due to circumstances outside of Volvo's control and these circumstances significantly complicate Volvo's ability to perform its duties under this Service plan. The Parties have the right to terminate the Service plan with immediate effect if the other party performs a severe or repeated breach of its obligations under this Service plan.
- f) A termination of the Service plan does not free the customer from any obligations that arose before the termination of the Service plan.

## 3. Price and payment

- a) The pricing of this Service plan is based on the chosen number of services by each customer as communicated to the authorized dealer at the time of purchase of this Service plan. Volvo will invoice the total price of this Service plan no later than at time of vehicle delivery or prior to first service, as applicable. Volvo authorized dealer network will act as an agent for Volvo in this transaction.
- b) The price which is stated in the Service plan is the total price for the workshop's services according to this Service plan which cannot be prolonged or otherwise extended.
- c) The customer shall pay the agreed price in advance, no later than at time of vehicle delivery or prior to first service, as applicable.
- d) Payment shall be made in such a manner as stated by the dealer in question and shall be non-refundable once paid.
- e) If the customer orders scheduled maintenance services according to this Service plan and these are carried out after the termination or expiry of this Service plan the customer shall pay for these services according to the normal price- and payment conditions of the dealer in question

## 4. Fixed number of services

- a) The Service plan includes a fixed, sequenced number of services. These shall be carried out according to Volvo's recommendations.

## 5. Workshop obligations

### 5.1 Extent of the Service Plan

Assuming that the customer has fulfilled his obligations according to the terms and conditions of the Service plan the workshop shall, with the limitations given in these terms and conditions, without further costs for the customer, provide and perform:

- a) Volvo Genuine Service in accordance with Volvo Car's recommendations, functionality and safety checks as well as actions performed at specified service intervals. The commitment includes labor as well as material, such as oils, fluids, software and spare parts included in Volvo Genuine Service. For more details on the Model wise coverage of the present Service plan please refer to 'Annexure 1' which is enclosed herewith.

### 5.2 The following is not included in the Service plan

- a) Refill of oils and fluids between normal scheduled maintenance occasions.
- b) Material or fluids not included in Volvo Genuine Service according to Volvo's recommendations.

### 5.3 Fulfillment of work

- a) Volvo Genuine Service is carried out by Volvo authorized workshops in India.
- b) The customer has the right to choose any authorized workshop within India for carrying out the Volvo Genuine Service.
- c) The workshop will perform its obligations during its normal business hours and within reasonable time from the time in which the customer has notified a service need and made the car available for service at the workshop.

## 6. Customer obligations

The customer's right to service requires the customer to pay in accordance with the Service plan and that the need for service requested by the customer have incurred during the period covered under this Service plan. For the Service plan to be valid it is further required that the customer:

- a) Drives, maintains and manages the vehicle in accordance with the instructions given in the owner's manual of the vehicle as well as its service and warranty handbook.
- b) Conducts routine checks of oil level and other fluids in the vehicle between recommended service intervals and, if needed, fill up at own expense.
- c) At own expense delivers the vehicle to a Volvo authorized workshop for Volvo Genuine Service at the service intervals stated in the owner's manual and service and warranty handbook of the vehicle.

## 7. Transferring the Service Plan

If the customer sells or otherwise transfers the vehicle to a new owner, the Service plan follows the vehicle. Any remaining service occasion in this Service plan can then be used by the new owner according to herein specified conditions.

## 8. Disclaimer

This Service plan does not include any obligation of the workshop or Volvo Cars to reimburse the customer in any way for costs, loss of income, loss of time or other damage, caused by the customer turning the vehicle over to the workshop or caused by the customer being unable to use the vehicle during the time it has been in the care of the workshop for agreed scheduled maintenance.

However, this does not infer any limitation of the customer's right to request compensation or other penalties due to faults or delays in the service according to mandatory legal provisions.

## 10. Applicable Law and Disputes

Regarding disputes concerning the interpretation or application of this Service plan, the parties shall seek to resolve these by mutual agreement. Any disputes arising herein will be dealt by the civil courts situated at New Delhi.

# VOLVO CAR SERVICE PLAN 5

V O L V O

ANNEXURE : 1

Issuing Dealer :	VIN :
Customer Name :	Retail Date :
Address :	Period Covered :
Mobile No. :	Model :
Email :	Odometer :

**Note : Service Interval 12 months /10,000 km whichever occurs earlier**

Operation No.	Operation Description	Part Description	10K	20K	30K	40K	50K
17301	BASIC MAINTENENACE (Every 10K)		•	•	•	•	•
17302	WEAR & TEAR INSPECTION (Every 20K)			•		•	
17301	OIL CHANGE (Every 10K)	Engine oil	•	•	•	•	•
17301	OIL FILTER INSERT (Every 10K)	Oil Filter	•	•	•	•	•
17301	GASKET (Every 10K)	Gasket	•	•	•	•	•
17432	AIR CLEANER PASSENGER COMPARTMENT REPLACE (Every 20K)	Multifilter		•		•	
17481	CLEANING INSIDE WINDSCREEN IN FRONT OF CAMERA (As per VIDA)			•			
17435	AIR CLEANER ENGINE REPLACE (Every 30K)	Air Filter			•		
17406	BRAKE FLUID REPLACE (Every 40K)	Brake Fluid				•	
17424	SPARK PLUG REPLACE (Every 40K) - Petrol Vehicle	Spark Plug Kit				•	

**Terms & Conditions :**

- 1.The above specified parts & labour operations are only covered under this plan.
- 2.The replacement of these parts are subject to the service intervals specified above.
- 3.The benefit under this plan specific to the above VIN only and non-transferable to other VIN.
- 4.Replacement of Brake Fluid at specified service interval is subject to the condition observed in Brake fluid tester.
- 5.Other frequent used items like Belts, Tensioner, Coolant, transmission oil, washer fluid, wheel alignment & wheel balancing etc.. will be charged as per actuals

**Owners Acceptance :**

I have understood the terms and conditions for the **VOLVO CAR SERVICE PLAN 5** , and I agree to abide by the same.  
On Behalf of **Volvo Auto India Pvt. Ltd.**

NAME: .....

DESIGNATION : .....

\_\_\_\_\_  
AUTHORISED SIGNATORY

\_\_\_\_\_  
CUSTOMER SIGNATURE

# GENERAL TERMS & CONDITIONS

## 1. Applicability

These general terms and conditions are being offered by Volvo Auto India Pvt. Ltd. ('Volvo') for Volvo Car Service Plan, hereinafter referred to as the 'Service plan' are valid for new Volvo cars. The terms and conditions only apply to the specific vehicle for which this Service plan is made.

## 2. Term and early termination etc.

- a) This Service plan is valid for a fixed, sequenced number of scheduled maintenance services of the vehicle. When these have occurred the Service plan is terminated without any prior notice. The Service plan is also considered terminated when such 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 the customer has not delivered the vehicle to a Volvo authorized workshop for Volvo Genuine Service.
- b) This Service plan is, in addition to above, also valid for a limited range of wear and tear components and operations as specified in Annexure 1 to this Service plan. These components and related operations are covered for the same period and mileage as the scheduled maintenance and are subject to the same termination regulations as stated in 2a above.
- c) Wear and Tear items are covered for wear and tear only. Should items need to be changed for any other reason than wear and tear this can be charged to the customer basis the assessment of the authorized dealer.
- c) If the Service plan is terminated beforehand the customer has no right to any refund of payments already made.
- d) The validity of the Service plan is connected to the vehicle and will therefore under normal circumstances still be valid during the agreed number of scheduled maintenance services of the vehicle, even if there has been a change in ownership.
- e) The validity of the Service plan is applicable within India Only. Scheduled maintenance service as well as wear & tear operations according to this Service plan can be invoked at Volvo's authorized workshop only.
- f) Volvo has the right to terminate this contract with immediate effect if the conditions for Volvo's operations in India change significantly due to circumstances outside of Volvo's control and these circumstances significantly complicate Volvo's ability to perform its duties according to this Service plan. The Parties have the right to terminate the Service plan with immediate effect if the other party performs a severe or repeated breach of its obligations under this Service plan.
- g) A termination of the Service plan does not free the customer from any obligations that arose before the termination of the Service plan.

## 3. Price and payment

- a) Volvo's pricing of this Service plan is based on chosen number of services as communicated to the authorized dealer at the time of purchase of this Service plan and also includes the wear and tear components and operations. Volvo will invoice the total price of this Service plan no later than at time of vehicle delivery or prior to first service, as applicable. Volvo authorized dealer network will act as an agent for Volvo in this transaction.
- b) The price which is stated in the Service plan is the total price for the workshop's services according to this Service plan which cannot be prolonged or otherwise extended.
- c) The customer shall pay the agreed price in advance, no later than at time of vehicle delivery or prior to first service, as applicable.
- d) Payment shall be made in such a manner as stated by the dealer in question and shall be non-refundable once paid.
- e) If the customer orders scheduled maintenance services and/or wear & tear work according to this Service plan and this is carried out after the termination of this Service plan the customer shall pay for these services according to the normal price- and payment conditions of the workshop in question.

## 4. Fixed number of services

- a) The Service plan includes a fixed, sequenced number of services. These shall be carried out according to Volvo's recommendations.

## 5. Definition of wear & tear coverage

- a) The Service plan further includes the following wear & tear components and associated work operations relating to the following:

- Brake disc(front and rear)
- Brake pad(front and rear)
- Wiper blades (front and rear)

However, under the present Service plan the above specified change of parts due to wear and tear shall be limited to the maximum as specified in Annexure 1 to this Service plan. It is further clarified that the replacement of these parts would be also subject to the specified service intervals and thickness specifications, (brake disc and brake pad) as laid down in the Annexure 1 to this Service plan.

## 6. Workshop obligations

### 6.1 Extent of the Service Plan

Assuming that the customer has fulfilled his obligations according to the terms and conditions of the Service plan the workshop shall, with the limitations given in these terms and conditions, without further costs for the customer, provide and perform:

- a) Volvo Genuine Service in accordance with Volvo Car's recommendations, including wear and tear-, functionality- and safety checks as well as actions performed at specified service intervals. The commitment includes labor as well as material, such as oils, fluids, software and spare parts included in the present Volvo Genuine Service. For more details on the Model wise coverage of the present Service plan please refer to 'Annexure 1' which is enclosed herewith.
- b) Wear and tear repairs and replacements of the items covered according to section 5a of this contract.
- c) Wear and tear repairs are subject to the professional judgement of the authorized Volvo workshop and cannot be claimed by the customer unless the professional judgement of the authorized Volvo workshop deems it necessary. The authorized Volvo workshop is obliged to perform covered, needed, wear and tear operations without customer orders, in conjunction with Volvo Genuine Service.

### 6.2 The following is not included in the Service plan

- a) Refill of oils and fluids between normal scheduled maintenance occasions.
- b) Material or fluids not included in Volvo Genuine Service according to Volvo's recommendations, unless specifically stated in section 5a.
- c) Components other than those specified in either section 5a of this Service plan or in Volvo's scheduled maintenance.

### 6.3 Fulfillment of work

- a) Volvo Genuine Service as well as wear and tear repairs and replacements are carried out by Volvo authorized workshops in India.
- b) The customer has the right to choose any authorized workshop within India for carrying out the Volvo Genuine Service and wear and tear repairs and replacements.
- c) The workshop will perform its obligations during its normal business hours and within reasonable time from the time in which the customer has notified a service or repair/replacement need and made the car available for service at the workshop.

## 7. Customer obligations

The customer's right to maintenance service and wear and tear repairs requires the customer to pay in accordance with the Service plan and that the need for service and/or wear and tear repair requested by the customer have incurred during the period of this Service plan. For the Service plan to be valid it is further required that the customer:

- a) Drives, maintains and manages the vehicle in accordance with the instructions given in the owner's manual of the vehicle as well as its service and warranty handbook.
- b) Conducts routine checks of oil level and other fluids in the vehicle between recommended service intervals and, if needed, fill up at own expense.
- c) At own expense delivers the vehicle to a Volvo authorized workshop for Volvo Genuine Service at the service intervals stated in the owner's manual and service and warranty handbook of the vehicle.

## 8. Transferring the Service Plan

If the customer sells or otherwise transfers the vehicle to a new owner, the Service plan follows the vehicle. Any remaining service occasion and wear and tear repairs in this Service plan can then be used by the new owner according to herein specified conditions.

## 9. Disclaimer

This Service plan does not include any obligation of the workshop or Volvo Cars to reimburse the customer in any way for costs, loss of income, loss of time or other damage, caused by the customer turning the vehicle over to the workshop or caused by the customer being unable to use the vehicle during the time it has been in the care of the workshop for agreed scheduled maintenance.

However, this does not infer any limitation of the customer's right to request compensation or other penalties due to faults or delays in the service according to mandatory legal provisions

## 10. Applicable Law and Disputes

Regarding disputes concerning the interpretation or application of this Service plan, the parties shall seek to resolve these by mutual agreement. Any disputes arising herein will be dealt by the civil courts situated at New Delhi.

# VOLVO CAR SERVICE PLAN PLUS 5

V O L V O

ANNEXURE : 1

Issuing Dealer :	VIN :
Customer Name :	Retail Date :
Address :	Period Covered :
Mobile No. :	Model :
Email :	Odometer :

**Note : Service Interval 12 months /10,000 km whichever occurs earlier**

Operation No.	Operation Description	Part Description	10K	20K	30K	40K	50K
17301	BASIC MAINTENENACE (Every 10K)		•	•	•	•	•
17302	WEAR & TEAR INSPECTION (Every 20K)			•		•	
17301	OIL CHANGE (Every 10K)	Engine oil	•	•	•	•	•
17301	OIL FILTER INSERT (Every 10K)	Oil Filter	•	•	•	•	•
17301	GASKET (Every 10K)	Gasket	•	•	•	•	•
17432	AIR CLEANER PASSENGER COMPARTMENT REPLACE (Every 20K)	Multifilter		•		•	
17435	AIR CLEANER ENGINE REPLACE (Every 30K)	Air Filter			•		
17406	BRAKE FLUID REPLACE (Every 40K)	Brake Fluid				•	
17424	SPARK PLUG REPLACE (Every 40K) - Petrol Vehicle	Spark Plug Kit				•	
36304	Blade Windscreen Wiper X2 Replace	Wind Shield Wiper	•	•	•	•	•
36351	Wiper Blade Tailgate Wiper Replace	Window Wiper	•	•	•	•	•
51117	BRAKE PADS/DISCS FRONT X2 REPLACE	BRAKE DISC KIT	Upto maximum 1 nos. during the service plan				
51125	BRAKE PADS FRONT 2 WHEELS REPLACE	BRAKE PAD KIT	Upto maximum 2 nos. during the service plan				
51217	BRAKE DISC/BRAKE PADS REAR 2 WHEELS REPLACE	BRAKE DISC KIT	Upto maximum 1 nos. during the service plan				
51227	BRAKE PADS REAR REPLACE	BRAKE PAD KIT	Upto maximum 2 nos. during the service plan				

**Terms & Conditions :**

1. The above specified parts & labour operations are only covered under this plan.
2. The replacement of these parts are subject to the service intervals specified above.
3. The benefit under this plan specific to the above VIN only and non-transferable to other VIN.
4. Replacement of Brake Fluid at specified service interval is subject to the condition observed in Brake fluid tester.
5. Replacement of Brake pads at specified service interval is subject to the remaining thickness of 2 MM and below.
6. Replacement of Brake Disc at specified service intervals is subject to the minimum thickness specified on the individual brake disc.
7. Other frequent used items like Belts, Tensioner, Coolant, transmission oil, washer fluid, wheel alignment & wheel balancing etc.. will be charged as per actuals

**Owners Acceptance :**

I have understood the terms and conditions for the **VOLVO CAR SERVICE PLAN PLUS 5** , and I agree to abide by the same.  
On Behalf of **Volvo Auto India Pvt. Ltd.**

NAME: .....

DESIGNATION : .....

AUTHORISED SIGNATORY

CUSTOMER SIGNATURE