VOLVO CARS SERVICE PLAN • GENERAL TERMS AND CONDITIONS

Volvo Car Service Plan: This is the Service Programme applicable when you purchase the BEV cars.

What's included?

Service Intervals to be carried out 12 months/30,000 KM whichever occurs earlier;
Parts & Labour job as specified under General Terms & Conditions (Annexure A);
Vehicle safety check.

Conditions:

The Service Programme is applicable for the first 100,000km or 3 years from the date of delivery, whichever comes first. The Service Programme is for private buyers only and is subject to the Service Programme Terms and Conditions. For more information about the details of the Service Programme, please contact your nearest Volvo authorized dealership.

1. **Application of Terms**

These terms and conditions **(Terms)** for the Volvo Cars Service Programme are valid for new Battery Electric Vehicles Sold. The Terms are applicable only to the specific vehicle you have purchased and forms part of the contract for sale and purchase of the vehicle. the Volvo national sales company the country of purchase is responsible for the Service Programme. Please refer to Parts & Labor Jobs as specified under **Annexure A.** Please note “Annexure A” has separate Parts & Labour jobs specification for different BEV Models.

2. **Period of Service Programme**

a) The Service Programme is valid for the three-year starting date of retail delivery. At the conclusion of the Service Programme, the Service Program shall automatically stand terminated. The Service Programme is also considered terminated when services should have occurred in accordance with the service intervals (stated in the owner's manual and service and warranty handbook of the vehicle) and you have not delivered the vehicle to a Volvo authorized dealer workshop for Volvo Car Maintenance Service.

b) The Service Programme is connected to the market in which it is originally sold and is only available at a Volvo Car authorized dealer workshop within that market.

c) Volvo Cars has the right to terminate the Service Programme with immediate effect if the conditions for Volvo Car's operations in the market change significantly due to circumstances outside of Volvo Car's control and these circumstances significantly complicate Volvo Car's ability to perform the Service Programme. Volvo Cars has the right to terminate the Service Programme with immediate effect if you perform a severe or repeated breach of its obligations under these Terms.

3. **Your obligations**

The Service Programme shall be carried out according to Volvo Car's recommendations. Scheduled maintenance services are scheduled based on time or annual mileage and can occur at different time intervals. For the Service Programme to be valid you must:

a) Drive, maintain and manage 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) Conduct routine checks of fluids in the vehicle between recommended service intervals and, if needed, fill up at your own expense; and

c) Deliver, at your own expense, the vehicle to a Volvo authorized workshop for service at the service intervals stated in the owner's manual and service and warranty handbook of the vehicle.

4. **Exclusions**

The Service Program is only available to private buyers. Customer who purchases the Car for ride hailing, taxi, law enforcement or government or fleet purposes are not covered under the Service Programme.

5. **Transferring the Service Programme**

If you sell or otherwise transfer the vehicle to a new owner, the Service Programme follows the vehicle for the duration of the Care Offer Period. Any remaining time in the Service Programme can then be used by the new owner in accordance with these Terms.

6. **Disclaimer**

Subject to the following paragraph, this Service Programme does not include any obligation of the workshop or Volvo Cars to reimburse you in any way for costs, loss of income, loss of time or other damage, caused by you providing your vehicle over to the workshop or caused by you being unable to use the vehicle during the time it has been in the care of the workshop for agreed scheduled maintenance.

There are certain guarantees, warranties and rights imposed by law in relation to services performed under this Service Programme which cannot be excluded, restricted or modified or may only be limited to a certain extent (Statutory Obligations). Nothing in these Terms excludes, restricts or modifies your Statutory Obligations.

7. **Applicable Law and Disputes**

Regarding disputes concerning the interpretation or application of this package, 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, India.

VOLVO CAR SERVICE PLAN

VOLVO

ANNEXURE A

PARTS & LABOR JOBS SPECIFICATIONS

For EX90

PARTS COVERED	Service Interval 12 months /30,000 km whichever occurs earlier		
	30k	60k	90k
MULTI FILTER	■	■	■
WIND SHIELD WIPER- FRONT	■	■	■
REAR WINDOW WIPER	■	■	■
BRAKE DISC KIT- FRONT	As & when required: up to maximum 1 no. during the package		
BRAKE PAD KIT- FRONT	As & when required: up to maximum 1 no. during the package		
BRAKE DISC KIT- REAR	As & when required: up to maximum 1 no. during the package		
BRAKE PAD KIT-REAR	As & when required: up to maximum 1 no. during the package		

For XC40 Recharge, EX40, C40, EC40

PARTS COVERED	Service Interval 12 months /30,000 km whichever occurs earlier		
	30k	60k	90k
MULTI FILTER	■	■	■
WINDSCREEN CLEANING	■		
WIND SHIELD WIPER- FRONT	■	■	■
REAR WINDOW WIPER	■	■	■
BRAKE DISC KIT- FRONT	As & when required: up to maximum 1 no. during the package		
BRAKE PAD KIT- FRONT	As & when required: up to maximum 1 no. during the package		
BRAKE DISC KIT- REAR	As & when required: up to maximum 1 no. during the package		
BRAKE PAD KIT-REAR	As & when required: up to maximum 1 no. during the package		

For EX30

PARTS COVERED	Service Interval 12 months /30,000 km whichever occurs earlier		
	30k	60k	90k
MULTI FILTER	■	■	■
AUTOMATIC TRANSMISSION OIL, 0.6l	■	■	
PLUG		■	
GASKET		■	
WIND SHIELD WIPER- FRONT	■	■	■
REAR WINDOW WIPER	■	■	■
BRAKE DISC KIT- FRONT	As & when required: up to maximum 1 no. during the package		
BRAKE PAD KIT- FRONT	As & when required: up to maximum 1 no. during the package		
BRAKE DISC KIT- REAR	As & when required: up to maximum 1 no. during the package		
BRAKE PAD KIT-REAR	As & when required: up to maximum 1 no. during the package		

Terms & Conditions:

- The above specified parts are only covered under this package.
- The replacement of these parts is subject to the service intervals specified above.
- The benefit under this package is specific to the above VIN only and non-transferable to other VIN.
- Replacement of Brake pads at specified service interval is subject to the remaining thickness of 3 MM and below.
- Replacement of Brake Disc at specified service internals is subject to the minimum thickness specified on the individual brake disc.