

CARSOME CERTIFIED SDN BHD
RETURN POLICY
(w.e.f. August 1, 2025)

1. Eligibility for Refund

CARSOME Certified Cars

If you have purchased a car labelled as “CARSOME Certified”, you may avail yourself to the refund within five (5) days from the date of the Delivery Order (exclusive of the delivery date, hereinafter referred to as “Cooling Period”) subject to the terms and conditions stipulated herein.

CARSOME Value Plus Cars

If you have purchased a car labelled as “CARSOME Value Plus”, you may only avail yourself to the refund, subject to the terms and conditions stipulated herein, in the event of the following scenarios only: a) flooded vehicles; and (b) vehicles that have been involved in fire or major accident only. The claim for refund for CARSOME Value Plus Cars must be submitted within five (5) days from the date of the Delivery Order (exclusive of the delivery date, hereinafter referred to as “Cooling Period”). For the avoidance of doubt, CARSOME retains the full discretion to approve or reject any claims for refund for “CARSOME Value Plus” cars.

2. Condition of the Vehicle

- a. The Vehicle shall be in the same condition as stated in the Vehicle Delivery Order.
- b. Carsome shall have the right to inspect the Vehicle upon a request to return the Vehicle. If the result of the inspection shows any discrepancy between the condition as stated in the Vehicle Delivery Order and the current condition of the Vehicle (“Discrepancies”), you shall either (a) rectify the Discrepancies within five (5) days from the date of being notified of such Discrepancies or (b) instruct Carsome to rectify the Discrepancies and the cost of such rectification (“Rectification Cost”) will be deducted from the Vehicle’s refund amount.
- c. The mileage between the delivery date and the date of refund shall not be more than 300 kilometres.
- d. The Buyer must have full possession and control over the Vehicle during the Cooling Period.
- e. Any outstanding parking fees, traffic fines, penalties and/or summonses (“Penalties”) incurred by you when the Vehicle is under your possession shall be settled in full by you before returning the Vehicle.
- f. This Return Policy does not apply to Vehicle that has been modified or altered from the conditions stated in the Vehicle Delivery Order.

3. Refund Process

- a. Please fill in the Vehicle Return Form to initiate the Refund Process. Kindly contact our Carsome Consultant for further information.
- b. Please ensure all the relevant documents and accessories of the Vehicle are present at the time the Vehicle is returned at our Premise.
- c. Once the request for refund has been approved, it will take seven (7) working days for the refund amount to be deposited into your account, subject to the discharge and settlement of the incumbent hire purchase process.
- d. If a vehicle had been traded in as part of this Vehicle transaction, you would not receive the said trade-in vehicle back. However, we will include the applied trade in value as part of your refund amount.

4. Deduction of Refund

Notwithstanding the above, you will receive a reduced refund amount after deducting any aftersales payments such as:

- (i) Differential sum for Motor Insurance premium;
- (ii) Road Tax fee;
- (iii) Financial Institution settlement interest charge (if any);
- (iv) Penalties (if any);
- (v) Trade-in value; and/or
- (vi) Rectification Cost (if any).
