

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

INTRODUCTION

At CARSOME, we are committed to providing quality vehicles and transparent services. To enhance customer confidence, we offer a Money-Back Guarantee (“**MBG**”) / Vehicle Return Policy for eligible vehicles purchased from CARSOME. This Policy supplements, but does not replace, the terms and conditions in your Sales Agreement. It applies only to vehicles purchased on or after the effective date of this Policy.

1. ELIGIBILITY FOR REFUND

1.1. CARSOME Certified Cars

Customers who purchase a vehicle labelled “*CARSOME Certified*” may request a refund within fourteen (14) calendar days from the date of the Delivery Order (excluding the delivery date, hereinafter referred to as the “**Cooling Period**”), subject to verification that the vehicle was confirmed to have any of the following undisclosed conditions at the time of sale: (a) Flood or fire damage; (b) Major structural or frame accident; or (c) Mileage tampering only. **For avoidance of doubt, the MBG applies only if the vehicle had any of the above conditions at the time it was sold by CARSOME and such conditions were not disclosed to the customer.**

1.2. CARSOME Value Plus Cars

Customers who purchase a vehicle labelled “*CARSOME Value Plus*” may request a refund within the Cooling Period only if the vehicle is confirmed to have any of the following undisclosed conditions at the time of sale: (a) Flood damage or fire damage; or (b) Major structural or frame accident. For clarity, the MBG applies only if the vehicle had any of the above conditions at the time it was sold by CARSOME and such conditions were not disclosed to the customer. **For clarity, CARSOME reserves full discretion to approve or reject any refund request for *CARSOME Value Plus* vehicles.**

2. CONDITION OF THE VEHICLE

2.1 The following requirements must be met to ensure the vehicle is eligible for return and that the refund can be processed smoothly and efficiently: (a) The vehicle must be returned in the same condition as stated in the Delivery Order; (b) The mileage accumulated between the delivery date and the date of return must not exceed 500 kilometres; (c) The Customer has full possession and control of the vehicle during the Cooling Period; (d) The Customer confirms that all outstanding fines, parking fees, traffic penalties, or summonses incurred while the vehicle was in their possession have been fully settled prior to return; and (e) The Customer confirms that the vehicle has not been modified, altered, or damaged beyond normal usage compared to the condition stated in the Delivery Order.

2. CARSOME reserves the right to inspect the vehicle upon submission of a refund request. If any discrepancies are identified between the condition at delivery and the current condition (“**Discrepancies**”), the Customer must either: (a) Rectify the Discrepancies within five (5) calendar days of notification; or (b) Authorise CARSOME to rectify the Discrepancies, with associated costs (“**Rectification Costs**”) deducted from the refund.

3. REFUND PROCESS

3.1. To ensure a smooth and timely processing of refund requests, customers are required to follow the procedures outlined below: (a) Customers must complete the Vehicle Return Form and contact their CARSOME Consultant to formally initiate the refund process; and (b) provide all relevant documents, keys, and vehicle accessories must be returned at the time of vehicle handover;

- 3.2. Once the refund request has been approved, the refund will be processed within fourteen (14) calendar days from the date of approval, subject to the completion of any incumbent hire purchase or financial obligations. For the avoidance of doubt, trade-in vehicles cannot be returned; however, the applied trade-in value will be included as part of the refund amount.

4. DEDUCTION FROM REFUND

Refunds are subject to deductions for any applicable payments, including but not limited to: (a) Differential sums for motor insurance premiums; (b) Road tax fees; (c) Financial institution settlement interest (if any); (d) Outstanding penalties or fines (if any); (e) Trade-in value (if applicable); and (f) Rectification Costs (if any).

5. SUPPLEMENTAL NATURE AND APPLICABILITY

- (a) This Policy applies only to vehicles purchased on or after the effective date. Vehicles purchased prior to this date shall continue to be governed solely by the Sales Agreement or any earlier policy in effect at the time of purchase.
- (b) Except as expressly stated herein, all terms and conditions in the Sales Agreement remain unchanged. This Policy is supplemental to, and does not replace, the Sales Agreement.

6. AMENDMENTS AND NOTICES

CARSOME reserves the right to amend or modify this Policy at any time. Amendments take effect seven (7) calendar days after notice is provided to the Customer. Continued possession of the vehicle after the notice period constitutes acceptance of the amended Policy.

7. CUSTOMER COOPERATION AND DOCUMENTATION

Customers must provide full cooperation and submit all supporting documents reasonably requested by CARSOME in connection with any refund claim. Failure to provide the requested information or documents may result in delays or denial of the refund claim.

8. VERIFICATION AND FRAUD PREVENTION

- (a) CARSOME reserves the right to verify any claim, including conducting inspections or requesting third-party assessments, which may result in delays in processing the refund.
- (b) If a claim is found to be fraudulent, false, or misleading, CARSOME reserves the right to: (i) Revoke the refund; and (ii) Pursue indemnity or legal action to recover any losses or costs incurred.

9. GENERAL RESERVATION OF RIGHTS

Nothing in this Policy shall be construed as limiting or waiving any rights or remedies available to CARSOME under the Sales Agreement or applicable law.
