

## WARRANTY PLANS

*Subject to Terms and Conditions of the Warranty Program*

The tier classification under the Extended Warranty Plans is based on the Vehicle's age from its year of manufacture, with Tier 1 applicable to Vehicles up to ten (10) years old and Tier 2 for those between ten (10) and seventeen (17) years old.

### A. Tier 1

No.	Terms	Details*	
1.	<b>Principal Warranty Plan</b>	Please refer to the terms and conditions of the Principal Warranty Plan.	
2.	<b>Complimentary Warranty Plan</b>	<b>Name</b>	<b>: CARSOME 1 Year Gold Plan T1</b>
		<b>Eligibility</b>	<b>: At the time of purchase, be no more than ten (10) years from its year of manufacture and must have an odometer reading of no more than 200,000 kilometres</b>
		<b>Coverage</b>	<b>: Engine, Air Conditioning and Transmission only</b>
		<b>Warranty Eligibility</b>	<b>: No more than 20,000 kilometres from the Activation Date or within twelve (12) months from the Activation Date, whichever occurs first.</b>
3.	<b>Extended Warranty Plan, Gold Plan [1 – 5 Years]</b>	<b>Name</b>	<b>: CARSOME Gold Plan EWP T1</b>
		<b>Eligibility</b>	<b>: At the time of the purchase of the Vehicle by the Customer from CARSOME Certified:</b>  <u><b>1 Year Plan:</b></u> Not more than ten (10) years from its year of manufacture and must have an odometer reading of no more than 200,000 kilometres  <u><b>2 Year Plan:</b></u> Not more than nine (9) years from its year of manufacture and must have an odometer reading of no more than 180,000 kilometres  <u><b>3 Year Plan:</b></u> Not more than eight (8) years from its year of manufacture and must have an odometer reading of no more than 162,000 kilometres  <u><b>4 Year Plan:</b></u> Not more than seven (7)

			<p>years from its year of manufacture and must have an odometer reading of no more than 144,000 kilometres</p> <p><b><u>5 Year Plan:</u></b> Not more than six (6) years from its year of manufacture and must have an odometer reading of no more than 126,000 kilometres</p>
		Coverage :	Engine, Air Conditioning and Transmission only
		Warranty Eligibility :	<p><b><u>1 Year Plan:</u></b> Not more than 20,000 kilometres from the Activation Date or twelve (12) months from the Activation date, whichever is the earlier.</p> <p><b><u>2 Year Plan:</u></b> Not more than 40,000 kilometres from the Activation Date or twenty-four (24) months from the Activation date, whichever occurs first.</p> <p><b><u>3 Year Plan:</u></b> Not more than 60,000 kilometres from the Activation Date or thirty-six (36) months from the Activation date, whichever occurs first.</p> <p><b><u>4 Year Plan:</u></b> Not more than 80,000 kilometres from the Activation Date or forty-eight (48) months from the Activation date, whichever occurs first.</p> <p><b><u>5 Year Plan:</u></b> Not more than 100,000 kilometres from the Activation Date or sixty (60) months from the Activation date, whichever occurs first.</p>
4.	Extended Warranty Plan, Platinum Plan [1 - 5 Years]	Name :	CARSOME Platinum Plan EWP T1
		Eligibility :	<p>At the time of the purchase of the Vehicle by the Customer from CARSOME Certified:</p> <p><b><u>1 Year Plan:</u></b> Not more than ten (10) years from its year of manufacture and must have an odometer reading of no more than 200,000 kilometres</p> <p><b><u>2 Year Plan:</u></b> Not more than nine (9) years</p>

			<p>from its year of manufacture and must have an odometer reading of no more than 180,000 kilometres</p> <p><b><u>3 Year Plan:</u></b> Not more than eight (8) years from its year of manufacture and must have an odometer reading of no more than 162,000 kilometres</p> <p><b><u>4 Year Plan:</u></b> Not more than seven (7) years from its year of manufacture and must have an odometer reading of no more than 144,000 kilometres</p> <p><b><u>5 Year Plan:</u></b> Not more than six (6) years from its year of manufacture and must have an odometer reading of no more than 126,000 kilometres</p>
		<b>Coverage :</b>	Engine, Air Conditioning, Transmission, Steering and Fuel & Cooling System only
		<b>Warranty Eligibility :</b>	<p><b><u>1 Year Plan:</u></b> Not more than 20,000 kilometres from the Activation Date or twelve (12) months from the Activation date, whichever is the earlier.</p> <p><b><u>2 Year Plan:</u></b> Not more than 40,000 kilometres from the Activation Date or twenty-four (24) months from the Activation date, whichever occurs first.</p> <p><b><u>3 Year Plan:</u></b> Not more than 60,000 kilometres from the Activation Date or thirty-six (36) months from the Activation date, whichever occurs first.</p> <p><b><u>4 Year Plan:</u></b> Not more than 80,000 kilometres from the Activation Date or forty-eight (48) months from the Activation date, whichever occurs first.</p> <p><b><u>5 Year Plan:</u></b> Not more than 100,000 kilometres from the Activation Date or sixty (60) months from the Activation date, whichever occurs first.</p>

*\*Subject to Eligibility, Exclusions, Covered Component and Non-Covered Component, and Terms and Conditions*

**B. Tier 2**

No.	Terms	Details*	
1.	<b>Principal Warranty Plan</b>	Please refer to the terms and conditions of the Principal Warranty Plan.	
2.	<b>Complimentary Warranty Plan</b>	<b>Name</b>	: <b>CARSOME three (3) Months Gold Plan T2</b>
		<b>Eligibility</b>	: <b>At the time of purchase, between ten (10) and seventeen (17) years old from its year of manufacture and must have an odometer reading of no more than 300,000 kilometres</b>
		<b>Coverage</b>	: <b>Engine, Air Conditioning and Transmission only</b>
		<b>Warranty Eligibility</b>	: <b>No more than 5,000 kilometres from the Activation Date or within three (3) months from the Activation Date, whichever occurs first.</b>
2.	<b>Extended Warranty Plan, Gold Plan [1 Year]</b>	<b>Name</b>	: <b>CARSOME Gold Plan EWP T2</b>
		<b>Eligibility</b>	: <b>At the time of the purchase of the Vehicle by the Customer from CARSOME Certified: between ten (10) and seventeen (17) years old from its year of manufacture and must have an odometer reading of no more than 300,000 kilometres</b>
		<b>Coverage</b>	: <b>Engine, Air Conditioning, Transmission, Steering and Fuel &amp; Cooling System only</b>
		<b>Warranty Eligibility</b>	: <b>Not more than 20,000 kilometres from the Activation Date or twelve (12) months from the Activation date, whichever is the earlier.</b>
3.	<b>Extended Warranty Plan, Platinum Plan [1 Year]</b>	<b>Name</b>	: <b>CARSOME Platinum Plan EWP T2</b>
		<b>Eligibility</b>	: <b>At the time of the purchase of the Vehicle by the Customer from CARSOME Certified: between ten (10) and seventeen (17) years old from its year of manufacture and must have an odometer reading of no more than 300,000 kilometres</b>

		<b>Coverage</b>	<b>:</b>	<b>Engine, Air Conditioning, Transmission, Steering and Fuel &amp; Cooling System only</b>
		<b>Warranty Eligibility</b>	<b>:</b>	<b>Not more than 20,000 kilometres from the Activation Date or twelve (12) months from the Activation date, whichever is the earlier.</b>

*\*Subject to Eligibility, Exclusions, Covered Component and Non-Covered Component, and Terms and Conditions*

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## Exclusions

The Warranty does not cover any loss, damage, liability or costs directly or indirectly incurred or caused by or contributed to or arising in respect of or under the following circumstances:

1. Repairs or replacement of Non-Covered Components.
2. Regular maintenance items or components that require replacement, including spark plugs, belts, filters, brake pads, and others.
3. Any mechanical or electrical failures covered by other warranties, entitlements, or recall campaigns.
4. Failures due to abuse, misuse, or continued use after a fault becomes apparent.
5. Damage to Covered Components caused by Non-Covered Components or consequential damage from a Covered Component failure.
6. Failures resulting from failure to follow the manufacturer's operating guidelines or exceeding the Vehicle's limitations.
7. Use of the Vehicle for an unlicensed or illegal purpose.
8. Modifications to Covered Components from manufacturer specifications.
9. Damage caused by accidents, fire, theft, vandalism, or natural disasters.
10. Minor irregularities in Covered Components not affecting Vehicle function.
11. Wear and tear from age, normal use, or lack of maintenance, including corrosion.
12. Loss or damage due to external causes like war, terrorism, or natural disasters.
13. Loss or damage from collisions, falls, or pressure waves from aerial devices.
14. Costs relating to noise or vibration from worn-out parts.
15. Seals or gaskets leaking alone.
16. Failures evident prior to the expiration of the manufacturer's warranty.
17. Repairs not conducted at an CARSOME Authorised Service Centre unless authorised by CARSOME Certified or CARSOME Aftersales.
18. Failures due to unauthorised repairs.
19. Failures caused by contaminated fuel or incorrect fuel grade.
20. Maintenance, adjustments, or modifications to Covered Components.
21. Cleaning of Covered Components, including carbon or sludge removal.
22. Towing costs or any consequential losses, including commercial loss or penalties.
23. Diagnostic costs unless covered by an authorised claim.
24. Loss or damage if the vehicle is declared a total loss or salvage.
25. Charges for non-specific materials or shop supplies.
26. Repairs to meet government emission standards.
27. Failures due to neglect, abuse, or improper servicing.
28. Failures caused by incorrect or unmaintained fluids or lubricants.
29. Failures due to LPG conversions not endorsed by the vehicle manufacturer.
30. Parts related to electric/hybrid vehicle operations.
31. Personal injury or property damage claims.
32. Claims where repairs were done without prior authorisation from CARSOME Certified and CARSOME Aftersales.
33. Damage to wheels, tyres, paintwork, bodywork, and related components.
34. Interior trim damage, including seats and decorative components.
35. Claims related to excessive oil use or burning.
36. Exhaust system component failures.
37. Failures due to electrolysis.
38. Failures related to tapings, threads, or fastening devices.

Subject to these Terms, if a Covered Component of the Vehicle experiences a mechanical or electrical failure during the Extended Warranty Plan coverage period, CARSOME Certified or

CARSOME Aftersales shall bear the cost of repair or replacement of the affected Covered Component by an CARSOME Authorised Service Centre, in accordance with the applicable Claims Limit.

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### Covered Component and Non-Covered Component

#### Principal Warranty Plan

	Covered Component	Non-Covered Component
Please refer to the terms and conditions of the Principal Warranty Plan.		

#### Complimentary Warranty Plan

	Covered Component	Non-Covered Component
<b>Engine</b>	Cylinder Head, Camshaft Intake, Camshaft Exhaust, Camshaft Bearing Cap, Camshaft Bearing, Camshaft Spacer Ring, Intake & Exhaust Valve, Camshaft Pushrod, Camshaft Follower, Connecting Rod (with Cap), Connecting Rod Bearing, Camshaft (Position Sensor), Camshaft Adjuster, Camshaft Adjuster Solenoid, Rocker Arm, Balancer Shaft, Oil Pump, Cylinder Block, Crankshaft, Knock Sensor, Eccentric Shaft, Crankshaft Spacer Ring, Variable Valve Timing, Pistons, Tappets, Main Bearing (Upper & Lower), Valvetronic Motor, Engine Vacuum Pump, Crankshaft Sensor, Temperature Sensor, Engine Variable Solenoid Valve, Engine Control Unit (ECU,ECM).	Gasket/Oil Seal, Piston Ring, Valve Seal, Main Bearing
<b>Air Conditioning</b>	Aircond Compressor, Aircond Blower Motor, Aircond Fan Motor, Aircond Temperature Sensor, Aircond Control Module, Aircond Flap Motor, Evaporator.	Condensor, A/C Hose
<b>Transmission</b>	Torque Converter, Planetary Gear Set, Brake Bands, Idler Gear & Driven Gear, Transmission Oil Pump, Valve Body, Mechatronic, Electronic Control, Solenoid, Electro Hydraulic Control Unit (Valve body Control Unit), Input Shaft & Output Shaft (Gear Shaft), Pressure Regulator Solenoids (EDS), Gear Shifting, Speed Sensor, Temperature Sensor, Selectro Module, Transmission Control Unit (TCU, TCM).	Clutch (Including Dual Clutch), Oil Cooler, ATF Filter, Oil Seal



**Extended Warranty Plan [Gold 1 – 5 Years]**

	<b>Covered Component</b>	<b>Non-Covered Component</b>
<b>Engine</b>	Cylinder Head, Camshaft Intake, Camshaft Exhaust, Camshaft Bearing Cap, Camshaft Bearing, Camshaft Spacer Ring, Intake & Exhaust Valve, Camshaft Pushrod, Camshaft Follower, Connecting Rod (with Cap), Connecting Rod Bearing, Camshaft (Position Sensor), Camshaft Adjuster, Camshaft Adjuster Solenoid, Rocker Arm, Balancer Shaft, Oil Pump, Cylinder Block, Crankshaft, Knock Sensor, Eccentric Shaft, Crankshaft Spacer Ring, Variable Valve Timing, Pistons, Tappets, Main Bearing (Upper & Lower), Valvetronic Motor, Engine Vacuum Pump, Crankshaft Sensor, Temperature Sensor, Engine Variable Solenoid Valve, Engine Control Unit (ECU, ECM).	Gasket/Oil Seal, Piston Ring, Valve Seal, Main Bearing
<b>Air Conditioning</b>	Aircond Compressor, Aircond Blower Motor, Aircond Fan Motor, Aircond Temperature Sensor, Aircond Control Module, Aircond Flap Motor, Evaporator.	Condensor, A/C Hose
<b>Transmission</b>	Torque Converter, Planetary Gear Set, Brake Bands, Idler Gear & Driven Gear, Transmission Oil Pump, Valve Body, Mechatronic, Electronic Control, Solenoid, Electro Hydraulic Control Unit (Valve body Control Unit), Input Shaft & Output Shaft (Gear Shaft), Pressure Regulator Solenoids (EDS), Gear Shifting, Speed Sensor, Temperature Sensor, Selectro Module, Transmission Control Unit (TCU, TCM).	Clutch (Including Dual Clutch), Oil Cooler, ATF Filter, Oil Seal

**Extended Warranty Plan [Platinum 1 -5 Years]**

	<b>Covered Component</b>	<b>Non-Covered Component</b>
<b>Engine</b>	Cylinder Head, Camshaft Intake, Camshaft Exhaust, Camshaft Bearing Cap, Camshaft Bearing, Camshaft Spacer Ring, Intake & Exhaust Valve, Camshaft Pushrod, Camshaft Follower, Connecting Rod (with Cap), Connecting Rod Bearing, Camshaft (Position Sensor), Camshaft Adjuster, Camshaft Adjuster Solenoid, Rocker Arm, Balancer Shaft, Oil Pump, Cylinder Block, Crankshaft, Knock Sensor, Eccentric Shaft, Crankshaft Spacer Ring, Variable Valve Timing, Pistons, Tappets, Main Bearing (Upper & Lower), Valvetronic Motor, Engine Vacuum Pump, Crankshaft Sensor, Temperature Sensor, Engine Variable Solenoid Valve, Engine Control Unit (ECU,ECM).	Gasket/Oil Seal, Piston Ring, Valve Seal, Main Bearing
<b>Air Conditioning</b>	Aircond Compressor, Aircond Blower Motor, Aircond Fan Motor, Aircond Temperature Sensor, Aircond Control Module, Aircond Flap Motor, Evaporator.	Condensor, A/C Hose
<b>Transmission</b>	Torque Converter, Planetary Gear Set, Brake Bands, Idler Gear & Driven Gear, Transmission Oil Pump, Valve Body, Mechatronic, Electronic Control, Solenoid, Electro Hydraulic Control Unit (Valve body Control Unit), Input Shaft & Output Shaft (Gear Shaft), Pressure Regulator Solenoids (EDS), Gear Shifting, Speed Sensor, Temperature Sensor, Selectro Module, Transmission Control Unit (TCU, TCM).	Clutch (Including Dual Clutch), Oil Cooler, ATF Filter, Oil Seal
<b>Steering System</b>	Steering Rack, Steering Rack Motor, Steering Column Auto, Steering Lock Auto	Programming, Tie rod, Rack end
<b>Fuel System</b>	Fuel Pump, Fuel Float Sensor, Throttle Body, Fuel Level Sensor, Fuel Pressure Regulator, Fuel Injection pump, Fuel injectors, Injector nozzles.	High Pressure Pump
<b>Cooling System</b>	Cooling Fan Motor, Radiator Fan Motor, Coolant Temperature Sensor, Water Pump.	Fan Wheel

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## Claim Procedure

### Contact CARSOME

You must report any fault to **CARSOME Aftersales** as soon as reasonably practicable by calling the phone number provided on the back of this Warranty Booklet. Failure to do so may result in delays in, or rejection of, your claim.

Upon notification, a CARSOME Certified or CARSOME Aftersales representative will assess the validity of the claim—specifically whether it involves a Covered Component—and provide further instructions, including required documentation and directions to the nearest suitable CARSOME Aftersales.

This process ensures that your Vehicle is assessed promptly by the most appropriate specialists, as our service team is equipped with detailed knowledge of the capabilities and availability at each CARSOME Aftersales. Where applicable, payment for repairs can only be made directly to an CARSOME Aftersales, which helps streamline and expedite your claim.

### Preliminary Inspection and Required Documents

Upon arrival at an **CARSOME Aftersales**, a preliminary inspection of your Vehicle will be conducted. Following this, you will be provided with a **Repair Quotation** by CARSOME Aftersales.

To proceed with a claim, you must provide evidence that the Vehicle has been maintained in accordance with the service intervals stated in this Warranty Booklet. The following documents are required for claim submission:

1. Repair Quotation (issued by the CARSOME Aftersales);
2. Vehicle Warranty Booklet;
3. A copy of your NRIC and driving licence;
4. Service Record of the Vehicle;
5. If required, the Vehicle's registration card or relevant Vehicle details.

Failure to submit any of the above documents may result in **rejection of your claim**. Not to worry—our consultants are here to assist you throughout the process and ensure everything goes smoothly.

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## TERMS AND CONDITIONS WARRANTY PROGRAM

**THESE TERMS AND CONDITIONS ("Terms")** govern the Warranty provided by CARSOME Certified to the Customer in respect of the Vehicle purchased and shall form part of the Warranty Booklet. By selecting or activating the Warranty at the time of purchase, the Customer agrees to be bound by these Terms.

### 1. DEFINITION

**"CARSOME Authorised Service Centre"** means any centre listed as an authorised service centre designated by CARSOME Certified or CARSOME Aftersales where maintenance service works pursuant to the Warranty are to be performed.

**"CARSOME Aftersales"** means CARSOME Aftersales Sdn Bhd or a CARSOME Service Centre where the Customer submits a claim relating to the Warranty and the performance of the Coverage under the warranty.

**"Claim Limit"** means the maximum total amount that may be claimed by the Customer under the Warranty, as specified within the Warranty Booklet.

**"Complimentary Warranty Plan"** refers to the basic warranty coverage provided by CARSOME Certified for the Vehicle at no additional cost to the Customer, valid for a period of twelve (12) months from the date of activation.

**"Covering Period"** refers to the duration during which the Warranty is valid and applicable, as specified within the Warranty Booklet.

**"Customer"** means the original purchaser of the Vehicle from CARSOME Certified. This definition expressly excludes any subsequent owners or transferees of the Vehicle.

**"Eligibility"** refers to the minimum conditions and requirements that must be met and maintained by the Customer in order for the Vehicle to remain qualified for Warranty coverage, as specified within the Warranty Booklet.

**"Extended Warranty Plan"** means the additional warranty coverage selected, purchased and activated by the Customer to extend or enhance the protection offered under the Complimentary Warranty Plan. The Extended Warranty Plan will be activated upon full payment settlement and the Vehicle meeting the Eligibility criteria.

**"Principal Warranty Plan"** means refers to the original warranty provided by the Vehicle's manufacturer or distributor that remains valid as of the date the Customer purchases the Vehicle from CARSOME Certified.

**"Non-Covered Component"** refers to any component or system of the Vehicle that falls outside the scope of the Warranty coverage, as specified within the Warranty Booklet.

**"Vehicle"** refers to the vehicle sold by CARSOME Certified and purchased by the original Customer.

**"Warranty"** refers to the Complimentary Warranty Plan and, where applicable, the Extended Warranty Plan, selected, purchased and activated by the Customer during the signing of the Warranty Booklet.

**"Warranty Eligibility"** means refers to the minimum conditions and requirements that must be met and maintained by the Customer throughout the Covering Period for the Vehicle to remain qualified for Warranty coverage, as specified within the Warranty Booklet.

**"Coverage"** refers to the specific repairs or replacements that are included under the Warranty, subject at all times to the Customer's continued compliance with these Terms and Conditions. Coverage expressly excludes all items, components, or circumstances listed under the Exclusions section of the Warranty Booklet.

**"Covered Component"** refers to any component or system of the Vehicle that is expressly within the scope of the Warranty coverage, as specified in the Warranty Booklet.

**"Exclusions"** means any items, components, conditions, or circumstances that are not covered under the Warranty, including but not limited to those expressly specified in the Warranty Booklet.

**"Parties"** means CARSOME Certified Sdn Bhd ("**CARSOME Certified**") and subject to these Terms, the Customer.

**"Warranty Booklet"** means an informational document supplied to the Customer, specifying the details of the Warranty associated with the Vehicle and including these Terms.

Words importing the singular number include the plural number, and *vice versa*, and words importing the masculine gender include the feminine and neuter genders, and *vice versa*.

## 2. SCOPE OF WARRANTY

- 2.1 The Warranty applies only to Covered Components as expressly stated in the Warranty Booklet, and is conditional upon the Customer's strict adherence to all Eligibility requirements and these Terms.
- 2.2 Any repairs or replacements falling outside the scope of Coverage, including those related to Non-Covered Components, shall be at the Customer's sole expense.
- 2.3 The Warranty does not cover wear-and-tear items, routine maintenance services, or failures resulting from misuse, negligence, unauthorised modifications, accidents, or continued use of the Vehicle after a defect is known.

## 3. WARRANTY PLANS

- 3.1 Subject to the Principal Warranty Plan, the Complimentary Warranty Plan is provided automatically and at no additional cost to the Customer at the time of Vehicle purchase, subject to the Terms herein.
- 3.2 The Extended Warranty Plan, if selected and purchased, extends or enhances the coverage under the Complimentary Warranty Plan and shall only be activated upon:

- (a) Full settlement of payment;
  - (b) The Vehicle meeting all Eligibility criteria specified in the Warranty Booklet; and
  - (c) Where applicable and as advised by CARSOME Aftersales, completion of a vehicle inspection and confirmation from CARSOME Aftersales that the Vehicle fulfilled all Eligibility criteria specified in the Warranty Booklet.
- 3.3 The Complimentary Warranty Plan will take effect immediately upon the expiry of the Principal Warranty Plan, provided that the coverage period of the Principal Warranty Plan is less than six (6) months from the date the Customer purchased the Vehicle from CARSOME Certified. For the avoidance of doubt, the total combined warranty period under both the Principal Warranty Plan and the Complimentary Warranty Plan shall not exceed twelve (12) months from the date of purchase.
- 3.4 If the Principal Warranty Plan exceeds six (6) months from the date the Customer purchased the Vehicle from CARSOME Certified or during the validity of the Principal Warranty Plan, the Complimentary Warranty Plan shall not apply.
- 3.5 If the Customer purchases an Extended Warranty Plan at the time of purchasing the Vehicle from CARSOME Certified, the Complimentary Warranty Plan shall not apply.
- 3.6 If the Customer purchases a Vehicle with a Principal Warranty Plan valid for more than six (6) months from the date the Customer purchased the Vehicle from CARSOME Certified and wishes to purchase an Extended Warranty Plan at the same time, the Extended Warranty Plan shall be activated immediately upon (a) fulfilment of the conditions set out in Clause 3.2, (b) the Principal Warranty Plan remains valid and not voided immediately prior to its expiry and (c) where applicable and as advised by CARSOME Aftersales, completion of a vehicle inspection and confirmation from CARSOME Aftersales that the Extended Warranty Plan may be activated. The Customer acknowledges and agrees that the purchase and/or activation of the Extended Warranty Plan may result in the Principal Warranty Plan being voided. In such event, the Customer shall not hold CARSOME Certified, CARSOME Aftersales or CARSOME Authorised Service Centre liable for any loss or damage arising from the voiding of the Principal Warranty Plan due to the purchase and activation of the Extended Warranty Plan. CARSOME reserves the right to terminate or decline activation of the Extended Warranty Plan at its sole discretion. In such event, any payment made for the Extended Warranty Plan shall be refunded within thirty (30) days from the date of termination, subject to a deduction of a ten percent (10%) administrative fee.

#### **4. WARRANTY BOOKLET AND CONFLICTS**

In the event of any inconsistency or conflict between the Warranty Booklet and the Vehicle's Sale and Purchase Agreement, the terms of the Warranty Booklet shall prevail to the extent of such conflict.

## **5. ELIGIBILITY REQUIREMENTS**

- 5.1 The Warranty is only valid if the Customer continuously meets the Eligibility, Warranty Eligibility and Terms as stated in the Warranty Booklet throughout the Covering Period.
- 5.2 Failure to meet the any Terms will render the Warranty null and void without obligation on the part of CARSOME Certified or CARSOME Aftersales to provide Coverage.

## **6. COVERAGE**

It is a condition of these Terms that the Warranty shall cease and no claims will be entertained in any of the following circumstances:

- (a) The Vehicle has been modified from the original specifications provided by the manufacturer, unless such modifications have been endorsed by CARSOME Certified and CARSOME Aftersales in writing;
- (b) The Vehicle is or has been used or tested in preparation for, or in participation in, any form of motorsport, racing, or competitive event;
- (c) The Vehicle is used for hire, driving instruction, or the conveyance of passengers for fare or reward (including car rental), except in private carpooling arrangements;
- (d) The Vehicle is used as a police or emergency services vehicle;
- (e) The Vehicle was not imported into Malaysia by the original manufacturer or its authorised Malaysian distributor;
- (f) The Vehicle is used for purposes for which it was not originally designed;
- (g) The Vehicle has not been maintained in accordance with the manufacturer's servicing requirements and/or CARSOME Aftersales and CARSOME Certified's servicing standards. This includes failure to install the latest software updates as issued by the manufacturer;
- (h) The odometer reading cannot be verified due to tampering, malfunction, or removal of the odometer;
- (i) The Vehicle is used for courier or delivery services;
- (j) The Vehicle is unregistered or not roadworthy;
- (k) The Vehicle is serviced at a non-authorised service centre (i.e., any centre not listed as a CARSOME Authorised Service Centre). The current list of authorised service centres is available on the CARSOME website and mobile application, and may be updated from time to time. Such updates shall take effect upon publication. For the Warranty Coverage to remain valid, all maintenance services must be carried out in accordance with the manufacturer's recommended standards and service intervals, or as specified in the service sticker issued by CARSOME Certified and CARSOME Aftersales—whichever occurs first.

## **7. CLAIM PROCEDURE**

- 7.1 The Customer must follow the claim process detailed in the Warranty Booklet. This includes reporting alleged defects promptly.
- 7.2 All claims are subject to inspection and verification by CARSOME Aftersales or its appointed service provider.

- 7.3 Any repair or service work performed without prior authorisation will not be reimbursed and may void the Warranty.

## 8. CLAIM LIMIT

- 8.1 The Claim Limit specified in these Terms and Conditions and Warranty Booklet represents the maximum aggregate amount claimable by the Customer under the Warranty. No further liability shall be accepted beyond this limit.
- 8.2 In the event that a claim submitted by the Customer under the Warranty exceeds the applicable Coverage Limit, the Customer shall bear sole liability for any resulting excess repair fees, costs, and/or payments ("**Excess Claims**") and CARSOME Certified and CARSOME Aftersales shall have no responsibility or liability for any Excess Claims whatsoever
- 8.3 Unless otherwise agreed in writing by CARSOME Certified and CARSOME Aftersales, the total aggregate claim limit for each of the Complimentary Warranty Plan and the Extended Warranty Plan during the Covering Period shall be RM25,000. Each individual claim is further subject to a maximum of RM5,000 under the Gold Plan and RM10,000 under the Platinum Plan. There is no limit on the number of claims a Customer may make.

## 9. EXCLUSIONS

The Customer agrees that the Warranty does not cover the Exclusions, Non-Covered Component and claims that are beyond the scope and Coverage of the Warranty.

## 10. VEHICLE SERVICE REQUIREMENTS

- 10.1 It is a condition of the Warranty that the Customer ensures the Vehicle is properly, regularly, and punctually serviced in accordance with the manufacturer's recommended service schedule. This includes ensuring that the Vehicle has the latest manufacturer-issued software updates installed.
- 10.2 As a condition of this Warranty Plan, the Customer shall be responsible for obtaining and adhering to the manufacturer's recommended service and maintenance schedule for the Vehicle. The Customer may seek this information from CARSOME Certified and CARSOME Aftersales, CARSOME Aftersales, a CARSOME Authorised Service Centre, or the Vehicle manufacturer.
- 10.3 Unless otherwise agreed in writing by CARSOME Certified and CARSOME Aftersales, the Customer shall:
- (a) Ensure that the Vehicle Service Records (as enclosed in the Warranty Booklet) are duly completed and stamped by a qualified technician;
  - (b) Retain all records of services performed, including service orders, receipts, and any other documentation, as proof that the Vehicle has been maintained in compliance with the manufacturer's requirements;
  - (c) Conduct all scheduled and maintenance services exclusively at CARSOME Authorised Service Centre. The latest list of CARSOME Authorised Service



Centres is available on the CARSOME website and/or mobile application, and may be updated from time to time, with such updates deemed effective upon publication.

- 10.4 Failure to comply with the above servicing requirements may result in denial or cancellation of the Warranty, and CARSOME Certified or CARSOME Aftersales reserves the right to reject any Repair Quotation during the Quotation Approval Process (as defined below).

## **11. REPAIRS ON VEHICLE**

- 11.1 All warranty repairs shall be carried out at the sole discretion of CARSOME Certified or CARSOME Aftersales. CARSOME Certified or CARSOME Aftersales reserves the right to:
- (a) Repair or recondition damaged Covered Component;
  - (b) Replace damaged Covered Component with used or reconditioned parts.
- 11.2 Repair times provided by CARSOME Aftersales are estimates only. Delays may occur due to various factors such as part availability, actual vehicle condition, or workshop schedules. Any estimated turnaround time is indicative and shall not constitute a guarantee or warranty of completion time.
- 11.3 If the Customer wishes to request the replacement of damaged parts with new original parts, this must be communicated to CARSOME Certified and CARSOME Aftersales prior to the commencement of the repair. Such replacements are subject to the Customer bearing the cost difference between the new part and a used or reconditioned equivalent.

## **12. CLAIMS PROCEDURE**

- 12.1 In the event of a claim, the Customer must present the Vehicle, along with the relevant Vehicle Service Records, to an CARSOME Aftersales for inspection and obtain a repair quotation (“**Repair Quotation**”).
- 12.2 If the Repair Quotation is approved, the CARSOME Aftersales will proceed with the necessary repairs.
- 12.3 If the Repair Quotation is rejected, the Customer’s claim under the Warranty will not proceed, and CARSOME Certified or CARSOME Aftersales shall not bear any liability in respect of the proposed repairs.
- 12.4 In cases involving Excess Claims, the Customer shall make the relevant payment directly to the CARSOME Aftersales at the time of Vehicle collection.

## **13. REPAIRS AND CLAIMS MISCELLANEOUS**

- 13.1 No repairs may be commenced under this Warranty without CARSOME Certified or CARSOME Aftersales prior written approval.
- 13.2 All claims must be accompanied by complete and accurate documentation.

- 13.3 CARSOME Aftersales reserves the right to inspect the Vehicle and conduct an independent assessment.
- 13.4 CARSOME Aftersales reserves the right to reject any claim and/or deny repair works under this Warranty if the conditions outlined in these Terms are not fully complied with.
- 13.5 All repairs covered under this Warranty must be carried out exclusively by CARSOME Aftersales or its approved partners. All warranty claims are subject to the prior approval of CARSOME Aftersales. CARSOME Aftersales shall not be liable for, nor shall it entertain, any claims arising from repairs performed by unauthorised service providers.
- 13.6 The parts used in the repair process may be sourced from manufacturers other than the Vehicle's original manufacturer.

#### **14. TRANSFERABILITY**

The Warranty is non-transferable and is valid only for the original Customer who purchased the Vehicle directly from CARSOME Certified. Any transfer of ownership shall immediately terminate all Warranty obligations.

#### **15. TERMINATION AND VOIDANCE**

CARSOME Certified or CARSOME Aftersales reserves the right to terminate the Warranty, with immediate effect and without compensation, under the following circumstances:

- (a) Breach of any of these Terms;
- (b) Tampering of any part of the Vehicle;
- (c) Misrepresentation or fraudulent conduct by the Customer in relation to a claim; or
- (d) Failure to meet ongoing Eligibility requirements.

#### **16. PERSONAL DATA**

The Customer hereby expressly agrees to the following:

- (a) To provide consent for CARSOME Certified or CARSOME Aftersales to collect, record, store, use, and disclose their personal data for purposes necessary or related to the purchase and/or use of the Warranty;
- (b) To provide consent for CARSOME Certified or CARSOME Aftersales to disclose or publish their personal information, including their name or identity and any general information CARSOME Certified deems appropriate, in any media, marketing, or advertising materials;
- (c) Where applicable, to grant CARSOME Certified or CARSOME Aftersales the full, irrevocable, and unrestricted right to use, modify, and publish any still or moving images of the Customer for promotional, marketing, commercial, or related purposes, without any payment, compensation, or further notice;

- (d) To acknowledge that the Customer's personal data provided in connection with the Warranty will be processed in accordance with the Personal Data Protection Policy, available at <[https://www.carsome.my/privacy\\_policy](https://www.carsome.my/privacy_policy)> ("**Personal Data Policy**");
- (e) To confirm that they have read, understood, and agreed to be bound by the terms of the Personal Data Policy; and
- (f) To consent to being contacted by CARSOME Certified or CARSOME Aftersales, its subsidiaries and/or affiliates regarding matters related to the Warranty via email or any other communication channel deemed appropriate by CARSOME Certified or CARSOME Aftersales, at any time CARSOME Certified or CARSOME Aftersales considers necessary.

## 17. GOVERNING LAW AND JURISDICTION

These Terms shall be governed by and construed in accordance with the laws of Malaysia. Any disputes shall be subject to the exclusive jurisdiction of the courts of Malaysia.

## 18. MISCELLANEOUS

- 18.1 Time shall be of the essence in the performance of all obligations under these Terms.
- 18.2 Unless otherwise agreed by CARSOME Certified or CARSOME Aftersales, this Warranty Booklet constitutes the entire understanding between the Parties with respect to the subject matter hereof and supersedes all prior negotiations, discussions, agreements, and commitments, whether written or oral.
- 18.3 Notwithstanding anything to the contrary, the Customer agrees to bear all costs, fees, stamp duty, and other incidental expenses arising in relation to this Agreement.
- 18.4 No failure or delay by CARSOME Certified or CARSOME Aftersales in exercising any right under these Terms shall operate as a waiver of that right, nor shall any single or partial exercise of any right preclude further exercise of that or any other right.
- 18.5 Once the Complimentary Warranty Plan has been activated or the Extended Warranty Plan has been duly purchased by the Customer, it is non-refundable and non-transferable to any other vehicle or customer, unless otherwise permissible under applicable law.
- 18.6 Customer agrees that CARSOME Certified or CARSOME Aftersales may assign, transfer, novate and can otherwise deal in any manner with all or any part of its rights, remedies, power, duties and obligations in relation to the Warranty Booklet to any person without Customer's consent.
- 18.7 The Customer acknowledges that CARSOME Certified and CARSOME Aftersales shall not be liable for any failure to perform its obligations under the Warranty Booklet if such failure is caused by events beyond its reasonable control, including, but not limited to, acts of God, strikes, equipment or transmission failures, government actions, or any other force majeure event. In such cases, CARSOME Certified and CARSOME Aftersales shall be excused from liability for any damages resulting from such failure to perform.

- 18.8 In the event any provision of the Warranty Booklet is found to be illegal, invalid, or unenforceable in whole or in part, the remaining provisions of the Warranty Booklet shall remain valid and enforceable. The unenforceable provision shall be modified to the extent necessary to make it enforceable while reflecting the intent of the original provision.
- 18.9 The Parties acknowledge that the Terms and existence of the Warranty Booklet are confidential. The Customer agrees to maintain the confidentiality of all such information and shall not disclose any confidential information to third parties without prior written consent from CARSOME Certified or CARSOME Aftersales, unless required by law.
- 18.10 Notwithstanding any provision to the contrary, and to the extent permitted by law, CARSOME Certified (and if applicable, CARSOME Aftersales)'s total liability under the Warranty Booklet (whether arising under contract, tort, equity, statute, or otherwise) for any loss, damage, or expense arising out of or in connection with its performance of this Agreement shall be limited to the total amount received by CARSOME Certified in relation to the Warranty, or for Complementary Warranty Plan, percent (1%) of the total purchase price of the Vehicle received by CARSOME Certified. In no event shall CARSOME Certified or CARSOME Aftersales be liable for any loss (whether direct or indirect) of profits, opportunities, revenue, goodwill, use, production, contracts, anticipated savings, or for any special, incidental, consequential, punitive, or indirect losses or damages.

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