



CARSOME

EXTENDED WARRANTY PROGRAM

Effective 1 August 2025

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Warranty Plans

GOLD PLAN

In the event of a Mechanical or Electrical Failure, the GOLD Warranty Plan shall provide coverage for the following Covered Components:



Engine

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).



Transmission (Automatic and Manual)

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).



Aircond System

Aircond Compressor, Aircond Blower Motor, Aircond Fan Motor, Aircond Temperature Sensor, Aircond Control Module, Aircond Flap Motor, Evaporator.

You have an option to extend the Gold Plan Warranty for up to 5 years.

Extended Warranty Plan

Gold Plan Tier 1 [1 – 5 Years]

Name

CARSOME Gold Plan Tier 1

Up to 5 years of essential coverage for vehicles up to ten (10) years old

Eligibility

At the time of the purchase of the Vehicle by the Customer from CARSOME Certified:

1-Year Plan: Not more than ten (10) years from its year of manufacture and must have an odometer reading of no more than 200,000 kilometers

2-Year Plan: Not more than nine (9) years from its year of manufacture and must have an odometer reading of no more than 180,000 kilometers

3-Year Plan: Not more than eight (8) years from its year of manufacture and must have an odometer reading of no more than 162,000 kilometers

4-Year Plan: Not more than seven (7) years from its year of manufacture and must have an odometer reading of no more than 144,000 kilometers

5-Year Plan: Not more than six (6) years from its year of manufacture and must have an odometer reading of no more than 126,000 kilometers

Coverage

Engine, Air Conditioning and Transmission only

Extended Warranty Plan

Gold Plan Tier 1 [1 – 5 Years]

Warranty Eligibility

- 1-Year Plan: Not more than 20,000 kilometers from the Activation Date or twelve (12) months from the Activation date, whichever is earlier.
 - 2-Year Plan: Not more than 40,000 kilometers from the Activation Date or twenty-four (24) months from the Activation date, whichever occurs first.
 - 3-Year Plan: Not more than 60,000 kilometers from the Activation Date or thirty-six (36) months from the Activation date, whichever occurs first.
 - 4-Year Plan: Not more than 80,000 kilometers from the Activation Date or forty-eight (48) months from the Activation date, whichever occurs first.
 - 5-Year Plan: Not more than 100,000 kilometers from the Activation Date or sixty (60) months from the Activation date, whichever occurs first.
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Subject to Eligibility, Exclusions, Covered Components and Non-Covered Components and Terms and Conditions.

Extended Warranty Plan

Gold Plan Tier 2 [1-Year]

Name

CARSOME Gold Plan Tier 2

1 year of essential coverage for vehicles between ten (10) and seventeen (17) years old

Eligibility

At the time of purchase, the vehicle's year of manufacture will determine the applicable warranty tier:

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 kilometers

Coverage

Engine, Air Conditioning and Transmission only

Warranty Eligibility

1-Year Plan: Not more than 20,000 kilometers from the Activation Date or twelve (12) months from the Activation date, whichever is earlier.

Subject to Eligibility, Exclusions, Covered Components and Non-Covered Components and Terms and Conditions.

Warranty Plans

PLATINUM PLAN

In the event of a Mechanical or Electrical Failure, the PLATINUM Warranty Plan shall provide coverage for the following Covered Components:



Engine

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).



Transmission (Automatic and Manual)

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).



Aircond System

Aircond Compressor, Aircond Blower Motor, Aircond Fan Motor, Aircond Temperature Sensor, Aircond Control Module, Aircond Flap Motor, Evaporator.

If you prefer additional coverage on top of the Gold Plan Warranty, you may upgrade to our Platinum Plan Warranty. You will also have an option to extend it for up to 5 years.

Warranty Plans

PLATINUM PLAN

In the event of a Mechanical or Electrical Failure, the PLATINUM Warranty Plan shall provide coverage for the following Covered Components:



Steering System

Steering Rack, Steering Rack Motor, Steering Column Auto, Steering Lock Auto.



Fuel System

Fuel Pump, Fuel Float Sensor, Throttle Body, Fuel Level Sensor, Fuel Pressure Regulator, Fuel Injection Pump, Fuel Injectors, Injector Nozzles.



Cooling System

Cooling Fan Motor, Radiator Fan Motor, Coolant Temperature Sensor, Water Pump.

If you prefer additional coverage on top of the Gold Plan Warranty, you may upgrade to our Platinum Plan Warranty. You will also have an option to extend it for up to 5 years.

Extended Warranty Plan

Platinum Plan Tier 1 [1 – 5 Years]

Name

CARSOME Platinum Plan Tier 1

Up to 5 years of comprehensive coverage for vehicles up to ten (10) years old

Eligibility

At the time of the purchase of the Vehicle by the Customer from CARSOME Certified:

1-Year Plan: Not more than ten (10) years from its year of manufacture and must have an odometer reading of no more than 200,000 kilometers

2-Year Plan: Not more than nine (9) years from its year of manufacture and must have an odometer reading of no more than 180,000 kilometers

3-Year Plan: Not more than eight (8) years from its year of manufacture and must have an odometer reading of no more than 162,000 kilometers

4-Year Plan: Not more than seven (7) years from its year of manufacture and must have an odometer reading of no more than 144,000 kilometers

5-Year Plan: Not more than six (6) years from its year of manufacture and must have an odometer reading of no more than 126,000 kilometers

Coverage

Engine, Air Conditioning, Transmission, Steering and Fuel & Cooling System only

Extended Warranty Plan

Platinum Plan Tier 1 [1 – 5 Years]

Warranty Eligibility

- 1-Year Plan: Not more than 20,000 kilometers from the Activation Date or twelve (12) months from the Activation date, whichever is earlier.
 - 2-Year Plan: Not more than 40,000 kilometers from the Activation Date or twenty-four (24) months from the Activation date, whichever occurs first.
 - 3-Year Plan: Not more than 60,000 kilometers from the Activation Date or thirty-six (36) months from the Activation date, whichever occurs first.
 - 4-Year Plan: Not more than 80,000 kilometers from the Activation Date or forty-eight (48) months from the Activation date, whichever occurs first.
 - 5-Year Plan: Not more than 100,000 kilometers from the Activation Date or sixty (60) months from the Activation date, whichever occurs first.
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Subject to Eligibility, Exclusions, Covered Components and Non-Covered Components and Terms and Conditions.

Extended Warranty Plan

Platinum Plan Tier 2 ^[1-Year]

Name	CARSOME Platinum Plan Tier 2 1 year of comprehensive coverage for vehicles between ten (10) and seventeen (17) years old
Eligibility	At the time of purchase, the vehicle's year of manufacture will determine the applicable warranty tier: Not more than ten (10) years from its year of manufacture and must have an odometer reading of no more than 300,000 kilometers
Coverage	Engine, Air Conditioning, Transmission, Steering and Fuel & Cooling System only
Warranty Eligibility	1-Year Plan: Not more than 20,000 kilometers from the Activation Date or twelve (12) months from the Activation date, whichever is earlier.

Subject to Eligibility, Exclusions, Covered Components and Non-Covered Components and Terms and Conditions.

What's Not Covered

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 a CARSOME Authorized Service Center unless authorized by CARSOME Certified or CARSOME Aftersales.
18. Failures due to unauthorized 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 authorized 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 authorization from CARSOME Certified or CARSOME Aftersales
33. Damage to wheels, tires, 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 a CARSOME Authorized Service Center, in accordance with the applicable Claims Limit.

How To Claim Warranty

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 a CARSOME Aftersales, which helps streamline and expedite your claim.

Preliminary Inspection And Required Documents

Upon arrival at a 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:

- (a) Repair Quotation (issued by CARSOME Aftersales);
- (b) Vehicle Warranty Booklet;
- (c) A copy of your NRIC and driving license;
- (d) Service Record of the Vehicle;
- (e) 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.

Warranty Program

Terms And Conditions

THESE TERMS AND CONDITIONS ("Terms") govern the Warranty provided by CARSOME Aftersales 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. You must report any fault to CARSOME 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.

1. Definitions

- **"CARSOME Authorized Service Center"** means any center listed as an authorized service center 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 Center 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”** 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”** 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, unauthorized 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) fulfillment 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 Authorized Service Centers 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 and 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 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 or CARSOME Aftersales;
- (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 authorized 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 Certified or Aftersales 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-authorized service center (i.e., any center not listed as a CARSOME Authorized Service Center). The current list of authorized service centers 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 or CARSOME Aftersales, whichever occurs first.

7. Claim Guidelines

- 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 authorization 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 or CARSOME Aftersales shall have no responsibility or liability for any Excess Claims whatsoever.

8.3 Unless otherwise agreed in writing by CARSOME Certified or 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 Warranty does not cover the Exclusions, Non-Covered Components 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, CARSOME Aftersales, a CARSOME Authorized Service Center or the Vehicle manufacturer.

10.3 Unless otherwise agreed in writing by CARSOME Certified or 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 maintenance services exclusively at CARSOME Authorized Service Center. The latest list of CARSOME Authorized Service Centers 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 or 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 Approval Procedure

12.1 In the event of a claim, the Customer must present the Vehicle, along with the relevant Vehicle Service Records, to a CARSOME Aftersales for inspection and obtain a repair quotation ("Repair Quotation").

12.2 If the Repair Quotation is approved, 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 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 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 performed exclusively at a CARSOME Aftersales or its approved partners. CARSOME Aftersales shall not entertain claims for repairs conducted elsewhere.
- 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 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 Aftersales to disclose or publish their personal information, including their name or identity and any general information CARSOME Aftersales deems appropriate, in any media, marketing or advertising materials;

- (c) Where applicable, to grant 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 ("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 Aftersales, its subsidiaries and/or affiliates regarding matters related to the Warranty via email or any other communication channel deemed appropriate by CARSOME Aftersales, at any time 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

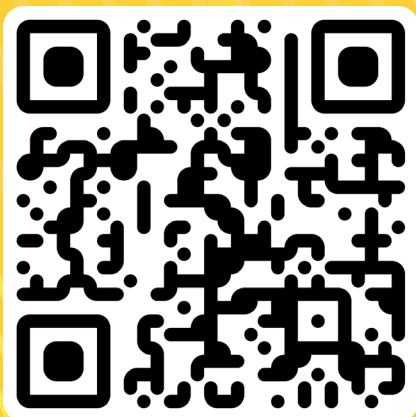
- 18.1 Time shall be of the essence in the performance of all obligations under these Terms.
- 18.2 Unless otherwise agreed by CARSOME Aftersales, this Warranty Booklet constitutes the entire understanding between the Parties with respect to the subject matter hereof and supersedes all prior negotiations, 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 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 Aftersales, 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 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 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 Aftersales, unless required by law.
- 18.10 Notwithstanding any provision to the contrary, and to the extent permitted by law, CARSOME Aftersales' 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 Aftersales in relation to the Warranty. 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 of damages.

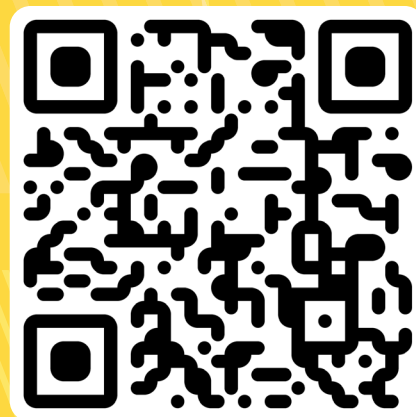
FAQs:



**CARSOME Service
Center Locations:**



**Other Authorized
Workshop Locations:**



CARSOME

For inquiries & assistance



**Scan to
chat with us**



Call us at 1-800-82-3388
8:00AM - 7:00PM (Mon - Sun)



Email us at
support@carsome.com

www.carsome.my