SCHEDULED SERVICE PLAN – TERMS AND CONDITIONS

Definitions:

Eligible Vehicle means an Eligible Model with a specific VIN that is first retail reported and whose Owner has purchased a pre-paid Scheduled Service Plan.

Ford means Ford Group Philippines, Inc.

Owner means the original person or entity that owns the Eligible Vehicle.

Periodic Maintenance Schedule (PMS) Service means the regular service that a vehicle requires to keep it operating safely and effectively as detailed in the Periodic Maintenance Schedule (PMS) table. Your PMS Service may include the replacement of genuine service parts, filters, oils, fluids, as part of the PMS table.

Scheduled Service means a Periodic Maintenance Schedule (PMS) Service which will be completed at the intervals outlined in the Warranty Booklet.

Scheduled Service Plan means the pre-paid Scheduled Service Plan bought by the Owner that these Terms and Conditions govern. The pre-paid Scheduled Service Plan term may be a two-year, three-year, or five-year service plan.

Severe or Extreme Conditions means the severe or extreme conditions that a vehicle is driven under as detailed in the Owner's Manual. These conditions cause the vehicle to require more frequent servicing.

Tolerance Period means the maximum extension allowed for the time and kilometer limits of each Scheduled Service which is 2 months / 2,000 km (whichever occurs first).

General

1. The Scheduled Service Plan will commence on the date that:
    a. the Owner takes delivery of an Eligible Vehicle that has been purchased with a Scheduled Service Plan; or
    b. the Owner decides to purchase the pre-paid Scheduled Service Plan prior to the first Periodic Maintenance Schedule (PMS) Service being completed on or prior to 12 months / 10,000km (whichever comes first).
2. The pre-paid Scheduled Service Plan will cease at completion of Scheduled Service, noting that this includes the Tolerance Period.
    a. Two-year plan: 24 months / 20,000 km, whichever occurs first
    b. Three-year plan: 36 months / 30,000 km, whichever occurs first
    c. Five-year plan: 60 months / 50,000 km, whichever occurs first
3. By purchasing a Scheduled Service Plan, the Owner accepts these Terms and Conditions.
4. In the event that the Eligible Vehicle is declared a "total loss" by the Owner's insurance company (or another appropriate entity as determined by Ford) the current owner shall be refunded an amount that represents the unused portion of the Scheduled Service Plan for that Eligible Vehicle.
5. In the event that the Eligible Vehicle is declared a "Reacquired Vehicle (RAV)" by Ford, the Scheduled Service Plan shall be cancelled for the Eligible Vehicle. The unused portion of the pre-paid Scheduled Service Plan shall be transferred to the Replacement Vehicle.

6. Except as set out in section 4, section 5 or as required by law, a Pre-Paid Scheduled Service Plan cannot be returned for a cash refund in whole or in part or exchanged for any other products or discounts from Ford.
7. A pre-paid Scheduled Service Plan is not transferable to any other vehicle and remains with the Eligible Vehicle regardless of ownership, except as set out in section 5.
8. Ford reserves the right to add, vary or remove any terms and conditions at any time provided it has provided appropriate notice to affected parties. Should these terms and conditions not be operating as intended by Ford, Ford reserves the right to take any action that may be available to it and any action taken, or decision made by Ford in relation to these terms and conditions, is final and binding.

Pre-Paid Scheduled Service Plan Inclusions

9. The Eligible Vehicle will be provided with:
    a. each of the Scheduled Services until the pre-paid Scheduled Service Plan ceases as set out in section 2;
    b. all items listed under the Periodic Maintenance Schedule (PMS) table.

10. The Eligible Vehicle with Intelligent Oil Life Monitoring (IOLM) technology will be provided with the Scheduled Services as set out in section 2, given that both IOLM service and PMS service is done at the same time.

Pre-Paid Scheduled Service Plan Exclusions

11. The Pre-Paid Scheduled Service Plan does not include:
    a. Any non-scheduled maintenance - some examples include, but are not limited to, replacement of brake pads/shoes, brake discs, suspension lower arms, shock absorbers, belts, wiper, rubber, tyres or wheels and batteries, damage caused to glass, lights, indicators, paints, internal or external trim, panel, body, wheels, tyres, and tyre tubes.
    b. Repair / replacement of parts related to mechanical / electrical failure.
    d. Other maintenance Items except those included in the Periodic Maintenance Schedule (PMS) table.
    e. Additional parts replacement, adjustments and/or repairs that may be required as a result of any modification made to the Eligible Vehicle.
    f. Additional parts replacement, adjustments and/or repairs that may be required as a result of wear and tear, accident, damages, loss, abuse or misuse.
    g. Additional parts replacement, adjustments and/or repairs that may be required as a result of:
        i. Failure to use the Eligible Vehicle in accordance with the instructions contained in the Owner's Manual.
        ii. Failure to maintain proper levels of fluids, lubricants, coolants, fuels or contamination of fluids/fuels.
        iii. Failure to ensure that the Eligible Vehicle is properly, regularly and punctually serviced in accordance with the instructions and recommendations specified by Ford in the Owner's Manual.
        iv. The Eligible Vehicle having been serviced by a person other than the authorized Ford Dealer.
        v. The use of non-genuine parts (i.e., parts that are not specified by Ford).
        vi. Environmental damages - examples include (but are not limited to), bird or animal excreta, industrial fallout, airborne contaminants, tree sap and chemicals or other hazards.
        vii. Wading through water at a level exceeding the Eligible Vehicle's published maximum water wading depth.
        viii. Repairs & parts replacement resulting from the use of contaminated fuel.
    h. Additional service or maintenance requirements as a result of the Eligible Vehicle being used under Severe of Extreme Conditions.
    i. Tyre or tyre tube replacements and repairs.

j. Vehicle registration costs, statutory and government charges, motor vehicle insurance premiums, or fuel.

k. Any repairs required as a result of continued operation of the Eligible Vehicle once a defect or fault has occurred (including loss of lubricants and coolant).

l. Any consequential loss, damage or liability incurred as a result of scheduled servicing, non-scheduled maintenance or a mechanical failure (including personal liability).

m. Any claim caused by war, warlike activities, civil disturbance, riots, natural calamities, nuclear waste or any nuclear material.