



Warranty Smart Sdn. Bhd.

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VEHICLE EXTENDED WARRANTY

Warranty Disclosure Sheet *(Smart Care Programs)*

Read this Warranty Disclosure Sheet before you decide to take out the **Extended Warranty Programs**. Be sure to also read the general terms and conditions.

1. IMPORTANCE OF PERIODIC SERVICING

You shall be responsible for the periodic services to be performed on your vehicle for overall safety and performance. In order to be eligible for warranty, **it is mandatory to service your vehicle at the authorised service centre of this program, SMART AUTOCARE GARAGE (S.A.G)** in accordance to the compulsory service schedule. To prove this, you should make sure the panel fills in the service Date, Mileage & Type of oil used, and stamp in the service columns provided on the final pages of this booklet.

Failure to service on time (late services) or failure to keep proper service records will result in claim being rejected and warranty automatically voided.

2. TOWING

Towing is not covered by warranty.

Owner to utilise own vehicle's insurance towing or other alternatives.

For claims and repairs under this program, it is compulsory to tow to the Authorised Panels Only.

Call **WS claims dept @ +60 18-989 0133 / +60 18-228 0133** to get panel recommendations.

3. CANCELLATION

Once The Program Is Activated, it is Non-refundable And Non-transferable to Another Vehicle.

Should you resell your vehicle, we request that you deliver this warranty service booklet to the new owner so that he/she will be aware of the next scheduled maintenance & any remaining warranty coverage.

Failing which to do so, any remaining warranty will not be honoured.

4. CHECKING OF FAULT

All claims or repairs and verification of fault of vehicle **MUST** be performed at authorised claims panel of Warranty Smart. **You are NOT allowed to go to unauthorised workshops.**

Call **claims dept @ +60 18-989 0133 / +60 18-228 0133** to get panel recommendations.

5. REPAIR AUTHORIZATION

No repairs shall be undertaken or commenced under this warranty programme without WS's prior approval. WS reserves the right to examine the vehicle and subject to independent assessment. The result of the assessment will determine WS's liability. You must follow our correct claims procedures, else WS will not pay for your claims.

6. REPAIRS ON VEHICLE

Warranty repairs will be made entirely at the discretion on Warranty Smart Sdn.Bhd. who reserves the right to either repair / recondition faulty components or to replace damaged components with used / reconditioned parts.

WS will replace the faulty component only when the part is deemed to be found irreparable. Otherwise, WS will opt to restore the affected part to a condition that is safe and acceptable by industry standards. Should no reconditioned or used component is available upon exhausting sourcing out in the market, the settlement amount would be based on the rateable percentage (%) of depreciation to determine the betterment rate to be deducted from the cost of the original new component.

If you have any intention of replacing damaged covered parts with brand new original parts, it should be communicated to WS or Authorised Claims Panel before commencement of any approved claim job. *Such replacement is only possible if you agree to top up any difference between the cost of a new part and that of the claim approval amount.*

Warranty Smart will only be able to provide estimated repair times. There are many factors of a vehicle repair job which may cause unforeseen delays such as availability of replacement parts, actual vehicle condition upon accessing the damages, shop schedules etc. Warranty Smart will be able to provide estimated turnaround times for repairs and services but cannot guarantee exact time.

Vehicle owner is obligated to repair the faulty component, regardless the repair is fully claimable within warranty coverage or not. Refusal to do so may render the warranty coverage being automatically voided. WS reserves the right to refuse any warranty coverage directly or indirectly, related to the same type of repair in any subsequent claims.

7. WHEN WILL WARRANTY BECOME NULL AND VOID

This warranty will be automatically voided due to, or connected with the following:-

- The vehicle has not performed the periodic maintenance services in accordance to the mandatory service intervals.
- The vehicle has been serviced by someone other than the authorised service panel for this program, S.A.G.
- The vehicle has failed to perform service or repairs recommended by the authorised panel, regardless the service or repair is within warranty coverage or not.
- Unauthorised upgrade, modifications or alterations beyond manufacturer's original specifications of the vehicle.
- The odometer/mileage of the vehicle is tampered after warranty commencement and without approval from WS.
- Mishandling, misuse, overlading, negligence, modification, alteration, tampering, disconnection or improper adjustments of the vehicle.
- Lack of proper maintenance or the use of wrong fuel, fluid or lubricants.
- The vehicle suffers damages due to accident, theft, or involved in storm, earthquake, flood, fire, hail or any form of natural disaster. WS reserves the right to void the remaining warranty validity under such circumstances.
- Any evidence of alteration, erasing or forgery of repair/service documents.

8. WHAT IS NOT COVERED?

We will not pay for repairing or replacing any parts that are not specifically listed in the covered items list.

Additionally, we will not be made to pay for costs caused by, arising from, or connected with the following:-

1. Body Panels, Paint and Interior Trim
2. Doors lock and Boot locks
3. Keys, remotes and keyless device
4. Seat belts
5. Petrol tanks
6. Glass of any description
7. Tyres
8. Batteries
9. Hoses of any description
10. Radiator, Condenser and cooling coil
11. Exhaust System
12. Wiring / Cables
13. Bearing of any description i.e wheel bearing, coupling and ball joints
14. CV joints and long - shafts / propeller shafts
15. Casing and minor leaks
16. Worn of deteriorated seals
17. Entertainment System - whether fitted by the manufacturer or not
18. Navigation system - whether fitted by the manufacturer or not
19. Security system - whether fitted by the manufacturer or not
20. Experimental Equipment
21. NGV conversion
22. Suspension system
23. Rubber mountings and bushings
24. Clutch Release Bearing & Pressure Plate
25. Clutch Lining
26. Vehicles used for hire and reward
27. Catalytic converters
28. Rings, Valve seals and Gaskets
29. Service items and adjustments such as cooling and fuel system cleaning, carbon and sludge removal, brake and clutch adjustment and drive belt adjustment, software programming update, all types of programming & coding fees.
30. Any cost involved in upgrading of parts (whether covered or not). This includes upgrading or changing the version of parts beyond manufacturer's original specifications for your model (e.g. upgrading engine piston version)
31. All kinds of programming and coding fees.
32. Any modifications beyond manufacturer's specifications.
33. The replacement of normal service and maintenance items such as lubricants and fluids, filters, spark plugs, brake pads and shoes, lamp bulbs, fuses and relays, driers and valves, wiper blades, timing mechanisms, all belt and chains, thermostats.
34. Defect or damage in existence prior to the commencement of the policy.
35. Damage caused by failure of any item not covered by this warranty.
36. Conditions such as vibration and vibration which does not affect the drivability of the vehicle.
37. Oil seepage or water entry.
38. No claims can be processed when the odometer kilometers have been altered or tampered after commencement of this warranty, or damage that WS is unable to determine the actual mileage clocked.
39. Any incidental and consequential damage such as telephone calls, towing, car rental charges, hotel charges, loss of time, commercial loss.
40. Damage caused from misuse or use beyond limitations such as overloading, racing modifications of any sort, etc.
41. Excessive / high engine oil consumptions due to worn off piston rings and / or valve seals.
42. Hybrid system (unless stated in the additional coverage component list).
43. Breakdown or damage caused by someone using incorrect fuel, oil, lubricant, coolant other fluid.
44. Any loss or damage caused by accident, theft or involved in storm, earthquake, flood, fire, hail or any form of natural disaster.
45. Any loss arising from you not having the vehicle serviced in line with the conditions of this program, or you not maintaining the vehicle properly as set out in this servicing handbook.
46. Repairing or replacing parts which have not suffered a breakdown, or when fault / symptom cannot be detected, nor verified.
47. Any repair or replacement, loss or damage or liability, which is covered by any other warranty or guarantee or goodwill or repair, or any form faulty design or faults whereby the manufacturer needs to recall parts, or settlement or modifications.
48. We will not pay for any losses which are not directly covered by the terms and conditions of this policy / program.
49. Any external oil leaks, oil seepage and / or anything related to do with engine burning oil.
50. We will not cover if the engine timing run out, or broken items related to engine timing run out.
51. Breakdown or damage to parts (whether covered or not) caused by frost, water, freezing, liquids, carbon build up, corrosion, oxidization, blockages, contaminants building up, sludge or silt, or other waste matter that has prevented the parts from working properly.
52. Burnt or worn-out clutch parts, and the build-up of carbon deposits (including burnt or carbonized valves and removing carbon deposits).

9. INVESTIGATION COSTS

You are responsible for giving the repairer permission to start any exploratory, investigation or dismantling work and for paying the costs involved if it is proven to be a non-covered fault. We will only pay any reasonable exploratory, investigation or dismantling costs if they are part of a valid claim, providing the diagnostics and claim has been authorized by our Claims Department.

10. CLAIM ADJUSTERS

We have the right to instruct an independent claim adjuster to inspect your vehicle before we authorize any claim. If you give the repairer permission to start the repairs without getting an authorization from us, we may not pay your claim because we will not be able to have the vehicle evaluated before it is repaired.

11. DUTY TO GIVE US INFORMATION

You should tell us all facts which may affect your vehicle checking direction.

If you are not sure whether you need to tell us something, you should tell us anyway. If you do not give us the correct information when you make your claim, the checking period may take longer.

12. FRAUD

If we discover that you have made a false claim, or if you, or anyone acting on your behalf, have given us false information to receive benefits under the program, the coverage will be automatically voided and we will not return any part of the premium.

13. SALVAGE AND DISPOSAL

We accept no liability for the disposal of your vehicle or any covered part, or salvage under any event.

14. LOST BOOKLET

You are responsible for the safekeeping of the warranty booklet. In the event the Booklet is lost, it is your duty to immediately report to the administrator for issuance of a replacement Booklet at a cost of RM100. The Booklet is compulsory in the event of a claim. You are responsible to safekeep all your service receipts in the event of a lost Booklet.

15. VEHICLE MODIFICATIONS

Warranty Smart Sdn Bhd reserves the right to automatically void any warranty / reject any claim when vehicle is modified beyond manufacturer's specifications, or odometer / mileage of vehicle is tampered after warranty activation.

16. ACTIVATION

Activation of warranty will only take place when full payment has been received by Warranty Smart Sdn Bhd. **Warranty Smart Sdn Bhd reserved the right to automatically void any warranty / reject any claim which are default in warranty premium payment.**

17. LANGUAGE

In the event of any conflict between the english and other languages, The **ENGLISH VERSION SHALL PREVAIL.**

18. MALAYSIA LAW

This program shall be governed by Malaysia law. The parties to this program agree to irrevocably submit to the jurisdiction of the courts of Malaysia only.