

## Terms and Conditions

1. These terms and conditions (Terms and Conditions) govern the operation of the Infiniti Assure Program (the Program) at authorised Infiniti Retail Centres and are effective from 1 December 2012.
2. Infiniti Assure has two specific components:
  - a. Infiniti Assure Price List (provided as a standard program with all new Infiniti vehicles in Australia)
  - b. Infiniti Assure Pre-paid Service Options (optional package that can be purchased at time of new vehicle delivery or up until the first service)

### Part A, Scheduled Service Price List

1. The Program applies from the Manufacturer's Warranty start date as set out in the Owner's Handbook (or recorded in Infiniti's database) for up to four years or the first 80,000kms of driving, whichever occurs first. The Program will provide the opportunity to obtain the Infiniti Assure prices applicable at the time of each scheduled service for the first 8 x 10,000km interval standard Scheduled Services only.
2. In these Terms and Conditions:

**Eligibility Period means the first to occur of:**

  - a. four years from the date of Manufacturer's Warranty; and
  - b. 80,000kms; and
  - c. completion of the first 8 x 10,000km interval standard Scheduled Services.

Infiniti means Nissan Motor Co. (Australia) Pty. Ltd., ABN 54 004 663 156, trading as Infiniti Cars Australia;

Infiniti Vehicle means an Infiniti branded vehicle imported and distributed in Australia by Infiniti;

Owner's Handbook means any and all manuals supplied with the vehicle at the time of purchase, including any warranty and maintenance records;

Scheduled Service means each of the first 8 x 10,000km scheduled service intervals as set out in the Owner's Handbook.
3. The Program applies to all Infiniti Vehicles but excludes:
  - a. privately imported vehicles;
  - b. 'grey import' vehicles, i.e. vehicles imported other than through authorised Infiniti channels for the purpose of resale; and
  - c. any other exclusions that may apply from time to time.
4. The Program is only available from authorised Infiniti Retail Centres.
5. The entitlement to services under the Program is transferable on change of ownership, and remains with the vehicle until the expiration of the Eligibility Period. However, entitlements under the Program are not transferable to any other vehicle.
6. Under the Program, entitlement to receive up to the first 8 x 10,000km Scheduled Service intervals is for no longer than the duration of the Eligibility Period.
7. The Program provides Infiniti Assure pricing on the standard items in each Scheduled Service where the vehicle has been used under 'Normal' driving conditions (as set out in the Owner's Handbook). Vehicles that have been used in 'Severe' driving conditions, as set out in the Owner's Handbook may require additional work, and also additional servicing at more frequent intervals. The additional work and these additional services will not be covered by the Program.

8. The Program provides Infiniti Assure pricing for each of the Scheduled Services:
  - a. labour;
  - b. parts (subject to condition 9 below);
  - c. lubricants; and
  - d. sundries, but only to the extent the above items are covered by the relevant Scheduled Service.
9. The Program does not include items such as:
  - a. replacement of wear and tear items such as tyres, brake pads, wiper blades etc;
  - b. fluids, additives and treatments not specified as part of the relevant Scheduled Service;
  - c. additional repairs found to be required at the time of service;
  - d. accident damage;
  - e. repairs for vehicles operated in Severe conditions;
  - f. additional maintenance due to modification from original specification, such as LPG, turbo chargers, drive trains, suspensions etc;
  - g. fitment of non-genuine parts or non-genuine accessories;
  - h. adjustments and/or any additional work deemed necessary not otherwise specified to support particular driving conditions, in the Infiniti Assure price; and
  - i. replacement of forest air deodoriser cartridge.
10. Your authorised Infiniti Retail Centre will advise if any such additional items require attention prior to the works being undertaken. Your consent will be requested before your authorised Infiniti Retail Centre completes those additional works.
11. It is your responsibility to ensure that you present your vehicle for servicing at each Scheduled Service interval or within six months of the previous Scheduled Service, whichever occurs first.
12. You acknowledge that if you miss any Scheduled Service, additional work may be required (at additional cost) when your vehicle is presented for its next Scheduled Service.
13. The Infiniti Assure prices for each Scheduled Service may be amended from time to time to reflect changes such as the cost of labour, parts, lubricants and other materials. Please check with your authorised Infiniti Retail Centre to confirm the price for your next Scheduled Service at the time of booking.
14. These Terms and Conditions may be amended from time to time. Amendments will be published on the Infiniti website – [infiniticars.com.au](http://infiniticars.com.au) and will take effect immediately on publication.

## Part B, Pre-paid Service Options

1. Over and above the entitlements listed under Part A, the Infiniti Pre-paid Service Options (Part B) provide Infiniti owners with the choice to pre-pay for a specified number of scheduled services. Service packages covering either the first two, four or six services may be purchased at the rates shown in the Scheduled Service price list relevant at the time.
2. The pre-paid services can be redeemed from any authorised Infiniti Retail Centre in Australia.
3. The pre-paid services must be redeemed in order, up to the maximum number of services.
4. All services must be conducted when due, based on the prescribed time and distance travelled, within an allowance of 3 months / 2,000km for each service, and all pre-paid services must be completed within 48 months / 80,000km. It is of course strongly recommended that you service your vehicle as close as possible to the service intervals set out in the Owner's Handbook, and these allowances do not limit Infiniti's rights under the Owners Handbook.



5. Pre-paid service packages are attached to individual vehicles and cannot be transferred to an alternative vehicle.
6. Pre-paid service packages will transfer to a new owner if the vehicle is sold with a valid package still in place.
7. Pre-paid service packages cannot be cancelled, or a refund provided, except in exceptional circumstances, such as the vehicle being written off. Requests for a refund in such situations must be submitted in writing via the selling Infiniti Retail Centre. Each case will be assessed individually depending on the specific circumstances, and a decision to refund will be at the discretion of Infiniti (acting reasonably).