



Prepaid Servicing Program for Light Commercial Electric Kia Vehicles - Terms and Conditions

These Terms and Conditions govern the operation of Kia's Prepaid Servicing Program for Light Commercial Electric Kia Vehicles and are effective from 1 May 2026.

1. Under this program, customers with a Light Commercial Electric Kia Vehicle that is less than 11 months old and has a mileage under 15,000km have the option to pre-purchase 1, 2, 3 or 4, 30,000km interval standard scheduled services for their vehicle.
2. The program only applies to the standard scheduled services set out in the Owner's Manual for the vehicle (and in clause 15 of these Terms and Conditions below).
3. The prepaid price for each eligible standard scheduled service under the program covers the cost (including GST) of:
 - labour;
 - genuine parts (listed in the specific Kia service schedule in the Owner's Manual);
 - fluids; and
 - Sundries.
4. The program does not cover the cost of any of the following:
 - Additional maintenance or repair for wear and tear to items including, but not limited to, tyres, brake pads and bulbs;

- Fluid top ups or other items required between scheduled services;
- Items that require replacement or repair due to excess wear and tear, misuse or a lack of maintenance as described in the Owner's Manual;
- Supplementary maintenance services (which will vary depending on the use of the vehicle) such as the conditions listed in the "Maintenance Under Severe Usage Conditions" section of the Owner's Manual for the applicable vehicle; and
- Additional maintenance and repairs that may be recommended by your authorised Kia dealer to suit your particular driving conditions.

Your authorised Kia dealer will advise if any additional items require attention prior to the works being undertaken. Your authorised Kia dealer must obtain your consent before completing those additional works.

5. The program is assigned to the vehicle and not the owner. Any prepaid servicing purchased under the program is transferable to subsequent owners of the vehicle but cannot be transferred to another vehicle.
6. No refunds will be issued for unused prepaid services or if the vehicle is sold. In any circumstance where the vehicle has been rendered no longer drivable prior to the expiry of its prepaid service plan, no credit of the remaining value of the unused plan will be provided.
7. The program is available to customers from the Warranty Start Date for their vehicle. Service due dates for the vehicle are also calculated from the Warranty Start Date.

8. The program is only available if the customer's vehicle meets the following criteria:

1. The vehicle is a Light Commercial Electric Kia Vehicle imported and distributed by Kia Australia Pty Ltd and sold through an authorised Kia dealer.
2. The vehicle is less than 11 months old (from the Warranty Start Date).
3. The vehicle's mileage is under 15,000 km.
4. No scheduled service has been performed on the vehicle (please note: the complimentary service offered to new Kia vehicle owners at 3 months from the Warranty Start Date or when the vehicle's mileage reaches 3,000 km is not considered a scheduled service for the purposes of this program).

Please note: If a scheduled service has already been performed on the customer's vehicle, that vehicle is not eligible for the program.

9. Prepaid services purchased under the program are only available at authorised Kia dealers.

10. Servicing conducted under the program must be carried out in accordance with Kia's time and kilometre (whichever occurs first) scheduled maintenance requirements, set out in the Owner's Manual for the applicable vehicle.

11. Customers cannot claim both a specified distance service and the corresponding time period service separately under the program.

12. If any scheduled maintenance service for the vehicle is missed, additional costs may apply when the vehicle is next serviced, in addition to the prepaid price

for that particular service. Those additional costs are not covered by the program.

13. Kia's Roadside Assistance package will be available to customers for the term of their prepaid servicing package (up to a maximum of 8 years from the vehicle's Warranty Start Date) and except for the 96-month service (after which Roadside Assistance will not automatically renew), will be renewed for a term of 24 months upon each service being completed under the program.

14. These Terms and Conditions may be amended from time to time. Amendments will be published on the Kia website and will take effect immediately on publication.

15. Eligible standard scheduled services

The scheduled services for Light Commercial Electric Kia Vehicles that are eligible under the program are:

- Twenty four (24) months / thirty thousand (30,000) kilometre service
- Forty eight (48) months / sixty thousand (60,000) kilometre service
- Seventy two (72) months / ninety thousand (90,000) kilometre service
- Ninety six (96) months / one hundred and twenty thousand (120,000) kilometre service

16. For the purposes of these Terms and Conditions, a Light Commercial Electric Kia Vehicle means the following vehicle(s):

- KIA PV5 EV light commercial van