

## Kia Maintenance Plan Programme - Terms and Conditions

These Terms and Conditions govern the operation of Kia Maintenance Plan Programme ("KMP Programme") and are effective from 22 May 2026.

1. Under the KMP Programme, customer with a Kia vehicle that is less than 11 months old, have a mileage under 10,000km as of the date of purchase of Kia Maintenance Plan and meets the other criteria (*refer to Paragraph 8*), have the option to pre-purchase 5 years or 10,000/15,000km\* interval standard scheduled services (*refer to Paragraph 14*) for his/her Kia vehicle depending on vehicle model based on the Owner's manual.
2. The KMP Programme only applies to the standard scheduled services set out in the Owner's Manual for customer's Kia vehicle.
3. The prepaid price for each eligible standard scheduled service under the KMP Programme covers the cost (including Sales and Services Tax (SST)) of:
  - a) labour;
  - b) genuine parts (listed in the specific Kia service schedule in the Owner's Manual);
  - c) fluids; and
  - d) Sundries.
4. The KMP Programme does not cover the cost of any of the following:
  - a) Additional maintenance or repair for wear and tear items including, but not limited to, tyres, brake pads and bulbs;
  - b) Fluid top ups or other items required between scheduled services;
  - c) 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;
  - d) 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/or
  - e) Additional maintenance and repairs that may be recommended by Kia dealer to suit customer's driving conditions. Kia dealer will advise if any additional

items require attention prior to the works being undertaken. Kia dealer must obtain customer's consent before completing those additional works.

5. The KMP Programme is assigned to the vehicle and not the owner. Any prepaid servicing purchased under the KMP Programme 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 KMP Programme is available to customers from the vehicle first registration date for their Kia vehicle. Service due dates for the vehicle are also calculated from the vehicle first registration date.
8. The KMP Programme is only available if the customer's vehicle meets the following criteria:
  - a) The vehicle is a Kia vehicle distributed by Kia Sales Malaysia Sdn. Bhd. ("KSM") and sold through an authorised Kia dealer.
  - b) The vehicle is less than 11 months old (from vehicle first registration date) as of the date of purchase of Kia Maintenance Plan.
  - c) The vehicle's mileage is under 10,000 km as of the date of purchase of Kia Maintenance Plan.
  - d) No free service maintenance has been performed on the Kia Vehicle.
  - e) The vehicle has not been modified from the manufacturer's original specifications (including performance, electrical, software, suspension, exhaust, engine, or other aftersales modifications), and the vehicle's mileage has not been tampered with.
9. Prepaid services purchased under the KMP Programme are only available at authorised Kia dealers.
10. Servicing conducted under the KMP Programme must be carried out in accordance with Kia's time (the corresponding time period service) and

kilometre (specified distance service) scheduled maintenance requirements, whichever occurs first, as set out in the Owner's Manual for the applicable Kia vehicle.

11. Customers cannot claim both specified distance service and the corresponding time period service separately under the KMP Programme.
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 service. Those additional costs are not covered by KMP Programme.
13. These Terms and Conditions may be amended from time to time. The amended terms and conditions will be published on the Kia website and will take effect immediately on publication.
14. The interval scheduled services for Kia vehicles that are eligible under the KMP Programme are as follows:
  - a) Twelve (12) months starts from vehicle first registration date or ten thousand (10,000) /fifteen thousand (15,000)\* kilometre service, whichever occurs first;
  - b) Twenty-four (24) months starts from vehicle first registration date or twenty thousand (20,000)/thirty thousand (30,000)\* kilometre service, whichever occurs first;
  - c) Thirty-six (36) months starts from vehicle first registration date or thirty thousand (30,000)/ forty-five thousand (45,000)\* kilometre service, whichever occurs first;
  - d) Forty-eight (48) months starts from vehicle first registration date or forty thousand (40,000)/sixty thousand (60,000)\* kilometre service, whichever occurs first; and
  - e) Sixty (60) months starts from vehicle first registration date or fifty thousand (50,000)/seventy-five thousand (75,000)\* kilometre service, whichever occurs first.

\* Depending on the model of Kia vehicle based on the Owner's manual.

15. All decisions by Kia regarding a vehicle's eligibility for the KMP Programme shall be final and conclusive.
16. By purchasing Kia Maintenance Plan, the customer acknowledges that he/she has read, understood, and agreed to these Terms and Conditions.
17. Upon payment for the Kia Maintenance Plan to an authorised Kia dealer, customer will receive official purchased invoice, letter and/or other documents as proof of successful purchase of the plan from the authorised Kia dealer. Customer shall retain the said documents which may be required for verification during service under KMP Programme.
18. These Terms and Conditions of the KMP Programme shall be governed by and construed in accordance with the laws of Malaysia. Customer consent to submit to the exclusive jurisdiction of the Malaysian courts. The validity and enforceability of the other Terms shall not be affected if any provision of these Terms and Conditions may be illegal, invalid and/or for any reason unenforceable.