

# Pre-Paid Service Plan.

December 2025. Terms and conditions.

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## 1. General

These Terms and Conditions (which incorporate the Frequently Asked Questions) are for the Hyundai Pre-Paid Service Plan, available at Participating Hyundai Dealers from 1 January 2016. Hyundai may amend these Terms and Conditions (including but not limited to adding or removing eligible vehicles, varying or withdrawing the Pre-Paid Service Plan) from time to time without notice. Amended Terms and Conditions will be published at [www.hyundai.com.au](http://www.hyundai.com.au) and will take effect immediately on their publication, unless otherwise stated.

## 2. Definitions In these Terms and Conditions

**Hyundai** means Hyundai Motor Company Australia Pty Ltd ABN 58 008 995 588.

**Participating Hyundai Dealer** means a dealer Hyundai appoints to sell new and/or demonstrator Hyundai vehicles of the kind Hyundai markets from time to time and/or to perform warranty repairs and/or servicing of such vehicles, and who chooses to participate in the Pre-Paid Service Plan.

**Pre-Paid Service Plan** means the Hyundai Pre-Paid Service Plan outlined in these Terms & Conditions.

**Scheduled Maintenance Service** means the standard scheduled vehicle maintenance services completed at the specified servicing intervals recommended by Hyundai in accordance with the Owner's Manual, excluding the first 1,500km/3 month service.

**Owner's Manual** means the manual supplied by Hyundai detailing the operation, specifications and maintenance of the vehicle.

## 3. Hyundai Pre-Paid Service Plan

Hyundai owners may, either at the time of vehicle purchase or at any time up to and including when they complete their Hyundai's first Scheduled Maintenance Service, choose to pre-pay the cost of their vehicle's next Scheduled Maintenance Services subject to those Scheduled Maintenance Services being completed at a Participating Hyundai Dealer. The number of Scheduled Maintenance Services that can be prepaid depends on your vehicle powertrain, as outlined below:

- (a) For vehicles with **petrol and hybrid engines**, owners can prepay for the vehicle's first 3, 4 or 5 Scheduled Maintenance Services.
- (b) For **electric vehicles with a model year of 2022 and earlier**, owners can prepay for the vehicle's first 3, 4 or 5 Scheduled Maintenance Services.
- (c) For **electric vehicles with a model year of 2023 and later**, owners can prepay for the vehicle's first 2 Scheduled Maintenance Services.

### Premium Roadside Support Plan

Hyundai owners who choose to buy a Pre-Paid Service Plan will also receive Premium Roadside Support for the duration of their Pre-Paid Service Plan. Terms, conditions and exclusions apply, visit

[hyundai.com/au/en/owning/myhyundaicare/roadside-support](http://hyundai.com/au/en/owning/myhyundaicare/roadside-support) for more information about Hyundai's Premium Roadside Support Plan.

### **Eligible Vehicles**

The Pre-Paid Service Plan is available for all Hyundai passenger, SUV, EV, HEV, PHEV and light commercial vehicles sold after 1 September 2015. Hyundai vehicles not imported into Australia by Hyundai, such as "grey import" and privately imported vehicles, and Hyundai trucks, are excluded from and not eligible for the Pre-Paid Service Plan.

## **4. Owner Responsibility**

It is the owner's responsibility to take their vehicle to a Participating Hyundai Dealer to complete each Scheduled Maintenance Service paid for under a Pre-Paid Service Plan within the specified servicing intervals recommended by Hyundai in accordance with the Owner's Manual. Failure to complete a Scheduled Maintenance Service paid for under a Pre-Paid Service Plan at the servicing intervals recommended by Hyundai in accordance with the Owner's Manual, will result in the payment made for that Scheduled Maintenance Service being forfeited.

## **5. Frequently Asked Questions**

### **Q1: How is the price for Pre-Paid Service Plans calculated?**

A: Pre-Paid Service Plan pricing is calculated based on the prices that a Participating Hyundai Dealer charges for the relevant Scheduled Maintenance Services under the Hyundai Genuine Service Plan, as at the date that you buy a Pre-Paid Service Plan and for the number of Scheduled Maintenance Services that you pre-purchase. Please visit our Car Price Calculator at [www.hyundai.com/au/en/pre-paid](http://www.hyundai.com/au/en/pre-paid) to view an estimate of the Pre-Paid Service Plan pricing. Please note that these estimate prices are indicative only and may not reflect the actual price. Please consult with your Participating Hyundai Dealer to obtain pricing for Scheduled Maintenance Services under the Pre-Paid Service Plan.

### **Q2: What is a "Scheduled Maintenance Service"?**

A: Scheduled Maintenance Services are the scheduled maintenance services recommended by Hyundai or specified in the Owner's Manual, excluding the first 1,500km/3 month service. Your Pre-Paid Service Plan covers the standard items in each Scheduled Maintenance Service as published in the applicable Owner's Manual. The standard items in each Scheduled Maintenance Service are: (a) labour; (b) parts; (c) lubricants; and (d) sundries such as oil and waste recycling and/or removal, workshop supplies etc. The 1,500km/3 month (whichever comes first) service is not covered in any Pre-Paid Service Plan as it is included with the purchase of any new Hyundai vehicle.

### **Q3: What is not covered?**

A: Additional service / repair items which are not itemised within the relevant "maintenance schedule" specified for the relevant service interval recommended by Hyundai in accordance with the Owner's Manual are not covered for the pre-purchase price. These include:

- (a) any item identified as requiring additional maintenance due to particular driving conditions (as per the Owner's Manual), vehicle misuse or abuse or driver negligence;
- (b) any item requiring maintenance that has been modified from the original manufacturer;
- (c) any item requiring service or replacement as a result of wear & tear and consumable items requiring periodic maintenance or replacement such as:
  - (i) tyres;
  - (ii) brake pads & rotors, clutch components;
  - (iii) wheel alignments, rotation & balances;
  - (iv) batteries (excluding high voltage batteries on electric vehicles);

- (v) wiper blades / rubbers; and
- (vi) fuses, light bulbs and the like;
- (d) any fluids not specified within the normal scheduled maintenance, use of non-recommended, inappropriate or dirty fuel, oils, fluids, lubricants, coolants, refrigerants or water;
- (e) additional maintenance due to the fitment or use of non-genuine parts or non-genuine accessories;
- (f) repair of accident damage to any component of the vehicle necessitating additional maintenance;
- (g) adjustments not specified within the normal scheduled maintenance; and
- (h) multi (catch up) servicing.

**Q4: What if a vehicle requires or a Participating Hyundai Dealer wishes to recommend additional work to the vehicle, at the time of performing a Scheduled Maintenance Service under a Pre-Paid Service Plan?**

A: When a Scheduled Maintenance Service is being undertaken under a Pre-Paid Service Plan, Participating Hyundai Dealers must advise customers if any additional service or maintenance work is required, inform customers of any additional charges for that work (i.e. in addition to the amount already paid for the Pre-Paid Service Plan) prior to that work being undertaken and obtain the customer's consent before undertaking the additional service or maintenance work.

**Q5: Where must I take my Hyundai to complete its Scheduled Maintenance Services under a Pre-Paid Service Plan?**

A: Scheduled Maintenance Services under a Pre-Paid Service Plan can only be performed at a Participating Hyundai Dealer. You can locate your closest dealer at [www.hyundai.com/au/en](http://www.hyundai.com/au/en).

**Q6: What if a customer misses a pre-paid Scheduled Maintenance Service?**

A: If a customer does not complete a Scheduled Maintenance Service or for some reason the Scheduled Maintenance Service is not performed in accordance with the recommended service schedule specified in the Owner's Manual (for example, a service may be recommended for "12 months / 15,000km, whichever comes first") the Participating Hyundai Dealer will use reasonable endeavours to get the vehicle back into the recommended scheduling for Scheduled Maintenance Services specified in the Owner's Manual of the vehicle. Please note that if a customer does not complete a pre-paid Scheduled Maintenance Service at the specified servicing intervals recommended by Hyundai in accordance with the Owner's Manual, the payment made for that Scheduled Maintenance Service will be forfeited and cannot be refunded, credited or applied to any other service.

**Q7: When must I redeem the pre-paid services under a Pre-Paid Service Plan?**

A: Scheduled Maintenance Services completed under a Pre-Paid Service Plan must be completed within +/- 2,000 km or +/- 2 months of the specified scheduled distance or time (whichever occurs first) recommended by Hyundai in accordance with the Owner's Manual.

**Q8: Where can I complete my vehicle's Scheduled Maintenance Services under the Pre-Paid Service Plan?**

A: Scheduled Maintenance Services that have been paid for under a Pre-Paid Service Plan can be completed at any Participating Hyundai Dealer.

**Q9: What if I sell my vehicle prior to utilising all Pre-Paid Services?**

A: If a Hyundai owner sells their Hyundai vehicle before completing all Scheduled Maintenance Services they pre-purchased under the Pre-Paid Service Plan, those remaining pre-paid Scheduled

Maintenance Services are transferable to subsequent owners of the vehicle. The cost of the remaining pre-paid Scheduled Maintenance Services cannot be refunded.

**Q10: What if my car is written off in an accident?**

A: If your Hyundai is written off in an accident before completing all Scheduled Maintenance Services pre-purchased under the Pre-Paid Service Plan, those remaining pre-paid Scheduled Maintenance Services are transferable to a new Hyundai vehicle purchased from an authorised Hyundai dealer. The cost of the remaining pre-paid Scheduled Maintenance Services cannot be refunded.