

# Flexi Service Plan - Terms and Conditions



Dear Ford Customer,

Thank you for purchasing the Flexi Service Plan. At Ford, we are dedicated to provide excellent service for your vehicles. This Service Plan is designed to enhance your confidence and satisfaction during each drive over the term plan.

This document outlines the terms, conditions, and limitations that apply to this plan. We recommend keeping/storing it in a safe place for your reference.

We look forward to serving you!

## Period of Coverage:

This plan will start on the date you sign up for the Flexi Service Plan. It will conclude once, either the number of 12/18/24/36 months stated in the plan certificate has passed since the purchase date, or once the total distance travelled reaches the number of kilometers(20K/30K) specified in the plan certificate, whichever occurs earlier.

Please note that the service intervals will be applicable as per your vehicle /variant (Either 6 months or 10k kms whichever occurs earlier or 1 year or 10k kms whichever occurs earlier)

## What is covered?

Subject to the terms and conditions of this plan, starting from the date you sign up for the Flexi Service Plan, the following parts and labour costs associated with replacement of parts are the only line items covered.

List of items covered by the Plan	Plan Type: Silver		Plan Type: Gold		
	Service 1	Service 2	Service 1	Service 2	Service 3
Engine Oil	✓	✓	✓	✓	✓
Engine Oil Filter	✓	✓	✓	✓	✓
Windshield Wash Fluid Pouch**	✓	✓	✓	✓	✓
Gasket Drain Plug**	✓	✓	✓	✓	✓
Vehicle Washing	✓	✓	✓	✓	✓
Labour for the above items	✓	✓	✓	✓	✓
Number of Services Covered	Two		Three		

Items mentioned with (✓) are covered under the plan.

\*\*Not Applicable for BS6 vehicles

The 1-Year Basic Roadside Assistance plan applies to the Flexi Service Plan Gold Option. This plan covers vehicle breakdowns caused by mechanical and electrical failures only. For more information about the coverage, please refer to the detailed terms and conditions stated in the Roadside Assistance Plan contract certificate.

## What Is Not Covered?

**A** This Plan does not cover the following but is not restricted to :

1. Any Non-Scheduled Maintenance:

- Examples include but are not limited to, the replacement of brake pads/shoes, brake discs, suspension lower arms, shock absorbers, belts, wipers, rubber parts, and others.
- Damage to glass, lights, indicators, paint, internal or external trim, panels, body, wheels, tyres, and tyre tubes is not covered under the Scheduled Service Plan maintenance
- Repair or replacement of parts related to mechanical or electrical failure.

2. Modifications: Additional part replacements, adjustments, or repairs that arise as a result of any modifications made to the vehicle.

3. Wear and Tear: Additional part replacements, adjustments, or repairs required due to wear and tear, accidents, damages, loss, abuse, or misuse.

4. Vehicle Operation Issues: Additional part replacements, adjustments, or repairs resulting from:

- Failure to use the vehicle according to the instructions in the Owner's Manual.
- Failure to maintain proper levels of fluids, lubricants, coolants, fuels, or contamination of fluids/fuels.
- Failure to ensure that the vehicle is properly and regularly serviced according to the instructions and recommendations provided by Ford in the Owner's Manual.

Servicing of the vehicle by anyone other than an authorized Ford dealer.

- Use of non-genuine parts (i.e., parts not specified by Ford).
- Environmental damage, including but not limited to bird or animal excrement, industrial fallout, airborne contaminants, tree sap, chemicals, or other hazards.
- Wading through water that reaches above the center line of the wheels.
- Repairs and part replacements resulting from the use of contaminated fuel.

5. Severe Conditions: Any additional service or maintenance requirements resulting from the vehicle being used under severe or unusual conditions as defined in the Owner's Manual.

6. Tire Maintenance: Replacement and repairs of tires or tire tubes.

7. Other Costs: Vehicle registration costs, statutory and government charges, motor vehicle insurance premiums, or fuel.

8. Continued Operation: Any repairs required due to continued operation of the vehicle after a defect or fault has occurred, including loss of lubricants and coolant.

9. Consequential Loss: Any consequential loss, damage, or liability incurred as a result of scheduled servicing, non-scheduled maintenance, or a mechanical failure (including personal liability).

10. Excluded Claims: Any claim related to war, warlike activities, civil disturbances, riots, natural disasters, nuclear waste, or any nuclear materials.

**B** This plan will cease to operate, and no claims will be accepted where the vehicle:

1. Has been modified from the manufacturer's original specifications.
2. Is being or has been used or tested in preparation for or participation in any form of motor Sport.
3. Is being used for a purpose for which it was not designed.
4. Has not been serviced in accordance with the service requirements detailed under 'Vehicle service requirements' in the Owner's Manual.
5. Odometer reading cannot be determined as accurate by virtue of it having been inoperative, tampered with or removed from the vehicle.
6. Is being used under harsh or severe conditions. Examples include but are not limited to mining sites and rough off-road use.

## Cancellation Policy:

If the car is declared a "total loss" by the insurance company, the customer will receive a 50% refund on any unused Periodical Maintenance Service from the plan.\*

## Vehicle service requirements:

You must maintain and operate the vehicle within Ford's specified limits and ensure it is regularly serviced according to the instructions in the Owner's Manual. For scheduled servicing, please visit your nearest authorized Ford dealer.

## Transferability:

Selling your car with an active Flexi Service Plan can enhance its value. To transfer the plan, contact your Ford dealer with the buyer's details. Note that the plan cannot be transferred if sold to a dealer or trader.