

Pre-Paid Service Plan Contract



Vehicle Identification Number (VIN) (17 Digits)	Fuel Type
	Petrol ☐ Diesel ☐
Model (Including MY)	Plan Start Date

Plan Coverage

MY25.25 or later Ranger & Everest - Diesel Variants only MY25.25 or later Raptor - Petrol Variants only	Services (based on Service Portfolio)				
	1st	2nd	3rd	4th	5th
☒ All Diesel Powertrains	12 months / 15,000km*	24 months / 30,000km*	36 months / 45,000km*	48 months / 60,000km*	60 months / 75,000km*
☐ V6 3.0Lt Petrol					
General Service	☒ ☐	☒ ☐	☒ ☐	☒ ☐	☒ ☐
Oil / Oil Filter / Gasket	☒ ☐	☒ ☐	☒ ☐	☒ ☐	☒ ☐
Pollen Filter	—	☒ ☐	—	☒ ☐	—
Air Filter	—	—	☒ ☐	—	—
Fuel Filter	—	—	—	☒	—
Brake Fluid	—	—	☒ ☐	—	—
Roadside + Auto Club	☒ ☐	☒ ☐	☒ ☐	☒ ☐	☒ ☐
Vehicle Report Card	☒ ☐	☒ ☐	☒ ☐	☒ ☐	☒ ☐

* whichever occurs first.

The Plan includes all General Service items and Other Maintenance Items as required at the time or distance intervals prescribed and set out in the Service Portfolio provided with the vehicle. See full Terms and Conditions below or at www.ford.com.au/service/t-and-c. Any Intelligent Oil Life Monitoring (IOLM) services, or any wear and tear items e.g. tyres, brakes and batteries are not included in a General Service.

Service Intervals	15,000km/12 months ☐	30,000km/24 months ☐	75,000km/60 months ☐
	45,000km/36 months ☐	60,000km/48 months ☐	

Disclosure Information:

The purchase of this Pre-Paid Service Plan is not required in order to purchase, or obtain finance for a motor vehicle.

I acknowledge receipt of a complete copy of this Pre-Paid Service Plan (the Application and Terms and Conditions constitute the entire Pre-Paid Service Plan) at the time of signing and agree to all the Terms and Conditions. I agree to maintain the covered vehicle in accordance with the manufacturer's stated periodic service recommendations as a condition of receiving coverage under this Pre-Paid Service Plan except as otherwise provided by law.

Pre-Paid Service Plan Purchaser	
Name	Signature
Purchaser's Email Address	

Dealership Information	
Dealership Name	Signature
Telephone No	Address



Terms and Conditions

Definitions:

Eligible Model means Ranger or Everest MY25.25 Diesel Variants and MY25.25 Raptor Petrol Variants or later.

Eligible Vehicle means an Eligible Model that is first retail reported as a Retail (A) or Small Business Blue Fleet (K) and whose Owner has purchased a Pre-Paid Service Plan.

Ford means Ford Motor Company of Australia Pty Ltd ACN 004 116 223 with registered office at Level 1, 600 Victoria Street, Richmond 3121.

General Service means the regular service that a vehicle requires to keep it operating safely and effectively as detailed in the General Service table set out in the Service Portfolio. Your General Service may include the replacement of genuine service parts, filters, oils, fluids.

Other Maintenance Items means items listed under that heading in the Service Portfolio which are required to be replaced as set out in the Service Portfolio.

Owner means the person or entity that owns the Eligible Vehicle.

Pre-Paid Service Plan means the Pre-Paid Service Plan that these Terms and Conditions govern.

Service Portfolio means the service portfolio provided with each Eligible Vehicle.

Severe or Extreme Conditions means the severe or extreme conditions that a vehicle is driven under as detailed in the Owner's Manual or Service Portfolio. These conditions cause the vehicle to require more frequent servicing.

Terms and Conditions means these terms and conditions.

Tolerance Period means the maximum extension allowed for the time and kilometre limits after each General Service interval which is 6 months / 7,500 km (whichever occurs first).

General

1. The Pre-Paid Service Plan will commence on the date that:
 - a. the Owner takes delivery of an Eligible Vehicle that has been purchased with a Pre-Paid Service Plan; or
 - b. the Owner decides to purchase the Pre-Paid Service Plan prior to or at the first General Service being completed on or prior to 12 months / 15,000km (whichever comes first).
2. The Pre-Paid Service Plan will cease at completion of fifth General Service, 66 months or 82,500kms on the odometer, whichever occurs first, noting that this includes the Tolerance Period.
3. By purchasing a Pre-Paid Service Plan, the Owner accepts these Terms and Conditions.
4. In the event that the Eligible Vehicle is declared a "total loss" by the Owner's insurance company (or another appropriate entity as reasonably determined by Ford) the then current owner shall be refunded an amount that represents the unused portion of the Pre-Paid Service Plan for that Eligible Vehicle.
5. In the event that the Eligible Vehicle is declared a Reacquired Vehicle (RAV) by Ford, the then current owner shall be refunded an amount that represents the unused portion of the Pre-Paid Service Plan for that Eligible Vehicle.
6. Except as set out in clauses 4 or 5 or as required by law, a Pre-Paid Service Plan cannot be returned for a cash refund in whole or in part or exchanged for any other products or discounts from Ford.
7. A Pre-Paid Service Plan is not transferable to any other vehicle and remains with the Eligible Vehicle regardless of ownership.

Pre-Paid Service Plan Inclusions

8. The Eligible Vehicle will be provided with:
 - a. each of the first five General Services until the Pre-Paid Service Plan ceases as set out in clause 2; and
 - b. all items listed under General Service and Other Maintenance Items as required at the time or distance intervals prescribed and set out in the Service Portfolio.



Pre-Paid Service Plan Exclusions

9. The Pre-Paid Service Plan does not include:

- a. IOLM services, being oil and oil filter services only. If the IOLM warning is activated / deployed due to the degradation of the oil from the last service either in the dash display and / or via FordPass, this service is not covered and will be at the Owner's expense if this occurs. This service is not included because it is not part of the General Service;
- b. Adblue (if required);
- c. Any non-scheduled maintenance which includes, but is not limited to, replacement of brake pads / shoes, brake discs, suspension lower arms, shock absorbers, belts, wiper, rubber, tyres or wheels and batteries, damage caused to glass, lights, indicators, paints, internal or external trim, panel, body, wheels, tyres, and tyre tubes;
- d. Repair / replacement of parts related to mechanical / electrical failure;
- e. Additional parts replacement, adjustments and/or repairs that may be required as a result of any modification made to the Eligible Vehicle;
- f. Additional parts replacement, adjustments and/or repairs that may be required as a result of wear and tear, accident, damages, loss, abuse or misuse;
- g. Additional parts replacement, adjustments and/or repairs that may be required as a result of:
 - i. Failure to use the Eligible Vehicle in accordance with the instructions contained in the Owner's Manual or Service Portfolio;
 - ii. Failure to maintain proper levels of fluids, lubricants, coolants, fuels or contamination of fluids/fuels;
 - iii. Failure to ensure that the Eligible Vehicle is properly, regularly and punctually serviced in accordance with the instructions and recommendations specified by Ford in the Service Portfolio;
 - iv. The Eligible Vehicle having been serviced by a person other than the authorised Ford Dealer;
 - v. The use of non-genuine parts (i.e., parts that are not specified by Ford);
 - vi. Environmental damages - examples include (but are not limited to), bird or animal excreta, industrial fallout, airborne contaminants, tree sap, regular and unmitigated exposure to salty air, and chemicals or other hazards;
 - vii. Wading through water at a level exceeding the Eligible Model's published maximum water wading depth;
 - viii. Repairs & parts replacement resulting from the use of contaminated or unsuitable fuel;
- h. Additional service or maintenance requirements as a result of the Eligible Vehicle being used under Severe or Extreme Conditions;
- i. Tyre or tyre tube replacements and repairs;
- j. Vehicle registration costs, statutory and government charges, motor vehicle insurance premiums, or fuel;
- k. Any repairs required as a result of continued operation of the Eligible Vehicle once a defect or fault has occurred (including loss of lubricants and coolant);
- l. Any consequential loss, damage or liability incurred as a result of servicing, non-scheduled maintenance or a mechanical failure (including personal liability) that is not recoverable under the Australian Consumer Law or any other applicable law;
- m. Any claim caused by war, warlike activities, civil disturbance, riots, natural calamities, nuclear waste or any nuclear material;
- n. Any other service item, part, repair, consumable, labour or any other work or improvement on the Eligible Vehicle whatsoever that is not listed in clause 8.