



# ALFA ROMEO 3 YEAR CAPPED PRICE SERVICING PROGRAM

TERMS & CONDITIONS

EFFECTIVE AS OF APRIL 10TH, 2017



## 1. INTRODUCTION

The following terms apply to our 3 Year Capped Price Servicing Program (**Program**).

We may vary these terms at any time, without notice, by displaying the amended terms on this website. Any such changes will not apply retrospectively to vehicles purchased prior to the changes being implemented and will only apply to future vehicle purchases on or after the changes come into effect.

## 2. PROGRAM COVERAGE

Under the Program, owners of Alfa Romeo vehicles with a model year of 2016 or newer that was originally distributed by FCA Australia Pty Ltd are entitled to receive **Scheduled Services** for a price not more than the **Capped Price** for that Scheduled Service.

The Capped Prices applicable to each vehicle will not change for three years from the date of vehicle registration or until that vehicle has reached 150,000 kilometers (whichever occurs first).

The Program commenced on 10 April 2017 and applies to Scheduled Services conducted after this date. The Program does not apply retrospectively to services which were conducted prior to 10 April 2017.

## 3. SCHEDULED SERVICES

Scheduled Services are any service items listed in the 'standard service schedule for normal operating conditions' for vehicles covered by the Program (**Standard Service Schedule Items**). The Standard Service Schedule Items for each vehicle are specified in the Service and Warranty Booklet for that vehicle (**Service Book**). Capped Pricing only applies to Scheduled Services conducted by authorised Alfa Romeo dealers.

## 4. PRICING

The Capped Price for each Scheduled Service will vary from vehicle to vehicle. The Capped Price for each Scheduled Service is available when a customer makes a request for a quote for a Scheduled Service at [www.alfaromeo.com.au](http://www.alfaromeo.com.au).

## 5. EXCLUDED SERVICES

For the avoidance of doubt, service or maintenance items that are not Standard Service Schedule Items are not subject to Capped Prices.

These items include (but are not limited to):

- a) items such as fuses, brake pads, wiper blades, etc. which require periodic maintenance due to normal wear and tear;

- b) items which require additional servicing due to the special operating conditions under which they are used, as detailed in the Service and Warranty Booklet for that vehicle;
- c) servicing or repairs required due to the fitment of non-genuine FCA parts or accessories;
- d) additional fluids and additives not specified in the standard service schedules for normal operating conditions set out in the Service and Warranty Booklet for that vehicle;
- e) accident damage to body, chassis or drivetrain components; and
- f) additional maintenance and repairs recommended by your Alfa Romeo dealer to suit your individual driving characteristics (eg. wheel alignments etc.).

Where individual items within an otherwise Scheduled Service are not Standard Service Schedule Items, your authorised Alfa Romeo dealer will discuss any additional costs with you prior to addressing these items.

## **6. REGULAR SERVICING REQUIREMENT**

The Service Book for each vehicle covered by the Program specifies service due dates and kilometre readings for Scheduled Services for the vehicle.

If a Scheduled Service does not occur within the scheduled period, your vehicle may require additional operations outside of the Standard Schedule Service Items and these costs along with the Capped Price for your next Scheduled Service will apply.

## **9. ONLINE BOOKINGS**

We use our best endeavours to ensure that the online information regarding the opening hours and service availability for authorised Alfa Romeo dealers is accurate and up-to-date, but cannot guarantee their actual opening hours or availability as the authorised Alfa Romeo dealers are independently owned and operated. For this reason, to the extent permitted by law, we will not be responsible for any inaccuracies in this information, or for any failure by an authorised Alfa Romeo dealer to provide a Scheduled Service at the time requested in your online booking.

## **10. PRIVACY**

In order to book in a Scheduled Service online, you will need to provide Personal Information. This information may be shared with the authorised Alfa Romeo dealer who will carry out your service and any necessary third parties. For information on how FCA may deal with your Personal Information, including the extent to which your Personal Information may be disclosed to overseas recipients, please see our Privacy Policy at [www.fatchrysler.com.au/privacypolicy](http://www.fatchrysler.com.au/privacypolicy).



## STICK WITH THE SPECIALISTS

For trustworthy maintenance and repair, two things are critical: the most reliable parts and expert technicians. When you stick with the specialists at your authorised Alfa Romeo Service Centre, you're assured of getting both.

All authorised Alfa Romeo Service Centres use genuine Mopar Parts and Accessories. Mopar Parts are original equipment – the same parts that were on your vehicle when it was brand new.

When these are installed by factory-trained technicians who work on vehicles like yours everyday, it's fair to say that nobody knows your vehicle better.



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*At your service*