

Renault Duster Service Plan Terms and Conditions

1. Introduction

1.1 This document sets out the terms and conditions which apply to the Renault Duster Service Plan.

1.2 The Renault Duster Service Plan is available for purchase from participating Authorised Renault Dealers from 1st July 2025. Clause 3 below provides details on eligible Duster vehicles.

2. Service Plan Description

2.1 The Renault Duster Service Plan may be purchased either:

- At the time of vehicle purchase; or
- Up to one day prior to the first Scheduled Service of the vehicle, which is due 12 months from the Warranty Start Date or when the vehicle reaches 30,000 km— whichever comes first.

2.2 The following Renault Duster Service Plan options are available for purchase:

- **3-Service Plan:** Covers 3 years of scheduled servicing for vehicles driven less than 30,000 km annually. This covers the first 3 Scheduled Services of the vehicle, occurring at following scheduled service intervals:

1 st Scheduled Service	2 nd Scheduled Service	3 rd Scheduled Service
30,000km / 12 months (whichever occurs first)	60,000km / 24 months (whichever occurs first)	90,000km / 36 months (whichever occurs first)

OR

- **5-Service Plan:** Covers 5 years of scheduled servicing for vehicles driven less than 30,000 km annually. This covers the first 5 Scheduled Services of the vehicle, occurring at following scheduled service intervals:

1 st Scheduled Service	2 nd Scheduled Service	3 rd Scheduled Service	4 th Scheduled Service	5 th Scheduled Service
30,000km / 12 months (whichever occurs first)	60,000km / 24 months (whichever occurs first)	90,000km / 36 months (whichever occurs first)	120,000km / 48 months (whichever occurs first)	150,000km / 60 months (whichever occurs first)

2.3 The Scheduled Services will be carried out in accordance with the Service Schedule for the vehicle.

3. Eligible Vehicles

The Renault Duster Service Plan is available for new and demonstrator Renault Duster vehicle models first sold and delivered by participating Authorised Renault Dealers in Australia from 1st July 2025 onwards.

The Duster Service Plan is not available in respect of privately imported vehicles, 'grey import vehicles', or vehicles to be used for ride share or similar purposes.

4. Commencement and Expiry

4.1 The Renault Duster Service Plan commences in connection with an eligible vehicle on the vehicle's Warranty Start Date.

4.2 The Renault Duster Service Plan expires upon the first occurring of the following:

(1) If a 3-Service Plan is selected:

- (a) completion of the third Scheduled Service; or
- (b) 3 years from the Warranty Start Date; or
- (c) The Duster vehicle reaching 90,000 kms.

(2) If a 5-Service Plan is selected:

- (a) completion of the fifth Scheduled Service; or
- (b) 5 years from the Warranty Start Date; or
- (c) The Duster vehicle reaching 150,000 kms.

4.3 Overdue or Missed Services

- It is your responsibility to ensure the vehicle is presented at a participating Authorised RENAULT Dealer for servicing at the relevant scheduled service interval for each Scheduled Service.
- If a Scheduled Service is missed, or not claimed, in line with the scheduled service intervals specified by the manufacturer, a grace period of up to 3,000 km or one month may be applied at Renault Australia's discretion beyond the scheduled service interval—whichever comes first.
- Scheduled Services not completed as required above are forfeited and cannot be reclaimed, refunded, or exchanged.

- The expiry date of the Renault Duster Service Plan remains unchanged, even if a Scheduled Service is missed and forfeited, meaning that the ensuing Scheduled Service remains available.
- In the event that the vehicle is not presented for servicing for a Scheduled Service as required above and is forfeited, additional work may be identified at the next Scheduled Service and additional costs may apply. In such circumstances the Authorised Renault Dealer will inform the vehicle owner of any associated additional costs before proceeding.

5. Coverage

5.1 The Renault Duster Service Plan covers the following standard items for each Scheduled Service covered by the plan, as set out in Service Schedule (subject to the exclusions set out in condition 6 below):

- a) labour;
- b) parts;
- c) lubricants;
- d) sundries which includes items such as oil and waste recycling and or removal, workshop supplies etc.

5.2 For the purposes of the Renault Duster Plan, all Scheduled Services covered by the plan must be carried out by a participating Authorised Renault Dealer. A list of participating Authorised Renault Dealers is available on the Renault Australia website at <https://www.renault.com.au/>.

6. Exclusions

6.1 The Renault Duster Service Plan does not cover the following items:

- tyre rotation and balancing and wheel alignment where required;
- repair of accident damage to any body, driveline or chassis components;
- additional maintenance due to modification of the vehicle (or any part thereof) from original specification;
- normal wear and tear consumable items and parts requiring additional maintenance (including but not limited to clutch linings, brake discs and pads, brake linings, wiper blades, globes of all types (including Bi Xenon, HID and LED), fuses, trims, brakes, diesel particulate filters, catalytic converters, all belts, water pumps, tyres, wiper blades, glow plugs, filters, satellite navigation update disks and all other parts of your vehicle that have been subject to normal wear and tear);

- items or work required as a result of vehicle misuse or abuse or as a result of the vehicle not being driven in accordance with the manufacturer's specifications and guidelines;
- additional fluids and additives not specified in the Service Schedule of a Scheduled Service;
- adjustments not specified in the Service Schedule of a Scheduled Service;
- additional maintenance and repairs that may be recommended by your Authorised Renault Dealer to suit your individual driving characteristics;
- service or maintenance required as a result of non-genuine or non-approved Renault parts or accessories;
- service, fitment or maintenance of any accessories, including Renault accessories.

These items are considered outside the scope of scheduled servicing and are the responsibility of the vehicle owner.

6.2 If any additional work or parts are required beyond the standard Scheduled Service, the Authorised Renault Dealer will inform the vehicle owner of the associated costs before proceeding.

7. Transferability

7.1 The Renault Duster Service Plan is linked to the specific vehicle for which it was purchased and will automatically transfer to any subsequent owner of that vehicle. The duration of the plan remains unchanged following a change of ownership.

7.2 The Service Plan is not transferable to any other vehicle.

8. General Conditions

8.1 The Renault Duster Service Plan is independent of the Renault vehicle warranty and does not affect your rights under the Australian Consumer Law.

8.2 Renault Australia reserves the right to amend or discontinue the availability of the Renault Duster Service Plan at any time. Any modifications will not affect service plans already purchased.

8.3 Any updates or changes will be published on renault.com.au and will take effect immediately upon publication, unless otherwise specified.

9. Privacy Policy

Renault Australia collects personal information as part of administering the Renault Duster Service Plan. For full details on how your information is handled, please refer to our Privacy Policy available at renault.com.au.

10. Definitions

In these terms and conditions:

A. *Renault Australia* refers to RVDA Pty Ltd trading as *Renault Australia*.

B. *Authorised Renault Dealer* means a dealership appointed by Renault Australia to sell new and demonstrator vehicles, provide warranty services, and carry out servicing and repairs.

C. *Renault Duster Service Plan* refers to the service plans options available for purchase as set out in clause 2.2 above, being either the 3-Service Plan or the 5-Service Plan.

D. *Scheduled Service(s)* means the routine maintenance and servicing recommended by Renault Australia, as outlined in the Service Schedule.

E. *Service Schedule* means the official vehicle service schedule as published at <https://www.renault.com.au/> as may from time to time be amended by Renault Australia.

F. *Warranty Start Date* means the date the vehicle is first registered or put into use, whichever is earlier.