



## A. GENESIS CARE PLAN

Our Genesis Care Plan is a quality promise that offers you a package of services as described in further detail in the following terms and conditions and the supplementary service conditions referred to below.

### I. ELIGIBILITY

The Genesis Care Plan only applies to Genesis vehicles that were originally purchased in Germany and are currently registered there. Vehicles which have not been imported by Genesis Motor Deutschland GmbH or which are no longer registered in Germany are not entitled to benefits under the Genesis Care Plan, in particular with regard to maintenance, inspections, software updates and the collection and delivery service. No entitlement to future service provision arises from services already provided.

Vehicles will continue to be covered by the Genesis Care Plan after a change of ownership up to the maximum mileage specified in the original purchase contract or the maximum period of validity (whichever comes first) and subject to this section. To find out if your vehicle is still eligible for benefits under the Genesis Care Plan, please contact your GPA (Genesis Personal Assistant) or our Customer Care Department.

We, Genesis Motor Deutschland GmbH, located at Strahlenbergerstraße 110-112 in 63067 Offenbach am Main („Genesis“), provide you with the benefits under the Genesis Care Plan. You can contact us via our customer service at the email address [ask@de.genesis.com](mailto:ask@de.genesis.com) or by calling 0800 7244 161. Our customer service is available Monday to Saturday from 9 am to 6 pm.

Please also refer to the supplementary terms of service referenced below.

### II. SCHEDULED SERVICE

Regular maintenance and inspection services are required to ensure the safety of your vehicle. Our Genesis Care Plan promises you a no-cost entitlement to standard maintenance and inspection services for a period of five years or 75.000 km from the date of the first registration (whichever comes first).

You are entitled to service, inspection and maintenance benefits under the Genesis Care Plan if the conditions under „I. Eligibility“ are met, and the vehicle is located within Germany.

Maintenance and inspection services are provided by our service partners in Germany. Maintenance and inspection services can only be provided by one of our authorized service partners within Germany and only within the scope of the service intervals listed in the manual for your vehicle.

The maintenance and inspection services include all scheduled service and maintenance work listed in the operating manual of the vehicle, in particular (model dependent):

- engine oil and oil filter change (including oil)
- air filter change



- fuel filter change
- cabin filter change
- brake fluid change (including brake fluid)
- eCall battery change
- wiper blades change (maximum 2 sets)
- all services according to the service schedule

Genesis will carry out the maintenance and inspection services through one of its service partners according to the standard times and intervals („**Service Intervals**”). Please note that service intervals may vary from model to model and are specified in detail in the owner’s manual for your Genesis vehicle (accessible [here](#)).

It is your responsibility to observe and adhere to the service intervals, particularly if the service intervals become due earlier due to the mileage. To this end, each maintenance and inspection service can only be obtained for free within 1.000 km or within one month (whichever comes first) of the designated service interval and may otherwise be charged by Genesis in the case of a delay. Please contact a member of our customer service team or a Genesis service partner in time to arrange a service appointment. Delays that are not the responsibility of Genesis or the respective service partner may result in a denial of coverage or invalidation of the Genesis Care Plan. Genesis, therefore, reserves the right to charge for such services.

### III. ROADSIDE ASSISTANCE

In the unlikely event that your Genesis suffers a technical breakdown, you can call on our 24/7 Genesis Roadside Assistance and a European network of Roadside Assistance providers. With Genesis Roadside Assistance, you enjoy a free mobility guarantee 24/7, for a period of five years from the date of first registration while you are on the road in Europe, with no mileage restrictions.

In case of a vehicle defect, Genesis Roadside Assistance may offer a roadside repair service or tow your car to the nearest service partner. It also provides a monetary contribution to the cost of a rental car, an overnight stay or an onward or return journey to your place of residence, taxi drives, return transport of the vehicle from abroad and the delivery costs to transport spare parts abroad.

The detailed requirements and scope of services, as well as potential exclusions and restrictions of the Genesis Roadside Assistance, are specified in the [Genesis Roadside Assistance terms and conditions](#).

### IV. PICK-UP AND DELIVERY SERVICES

Under the Genesis Care Plan, we offer free pick-up and delivery services for a period of five years or 75.000 km mileage from the date of the first registration of the vehicle (whichever comes first). Services include the pick-up of your vehicle for standard maintenance and inspection and any repair work covered by the Genesis manufacturer’s warranty and/or the Genesis Care Plan, plus return delivery of your vehicle upon completion of work.

Please note that the free pick-up and delivery service is only offered for regular maintenance according to the maintenance schedule (see „II. Scheduled Service”) and for work within the



scope of the vehicle warranty (see our „[Genesis Vehicle Warranty Conditions](#)”). For Genesis vehicles first registered after December 31<sup>st</sup> 2023, the free pick-up and delivery service is only offered within a geographic radius of 50 km to our Genesis service partners located in Germany. For Genesis vehicles first registered prior to January 1<sup>st</sup> 2024, the pick-up and delivery service will be offered without this geographical limitation for a period of five years or 75.000 km mileage from the date of the first registration of the vehicle (whichever comes first). Our service partner network is constantly expanding. You can find an overview of our current German Genesis service partners on our website.

Genesis offers you the pick-up and delivery service as part of the agreement of the service appointment and also informs you about the detailed procedure of the pick-up and delivery service (e.g. handover, place and time). How the services are carried out (e.g. driver or truck delivery) is at the discretion of Genesis. We will arrange the pick-up and return delivery location with you as part of the booking process.

You also have the option of using our pick-up and delivery services for a fee for service work that does not fall under the standard maintenance, inspection and warranty repair services, as well as for all service work that is required after the expiry of the aforementioned period or outside the above-mentioned geographic radius of 50 km to a Genesis Service Partner located in Germany. Here too, Genesis will offer you collection and delivery services as part of the agreement of the service date and will inform you in advance about the performance of the services and the costs incurred. How the services are carried out (e.g. driver or truck delivery) is at the discretion of Genesis. The pick-up location is to be agreed between you and Genesis in advance. Please also note here that the pick-up and delivery service is only offered in Germany (only on the mainland, islands are excluded if there is no permanent road connection to the mainland).

If you do not wish to use the paid pick-up and delivery services, you may, of course, deliver your Genesis vehicle yourself to one of our Genesis service partners. Genesis will arrange the delivery location with you in advance.

## V. COURTESY CAR SERVICE

Another element of your Genesis Care Plan is our Courtesy Car Program. The Genesis Courtesy Car Program allows you to use a courtesy car while your Genesis vehicle is at a service partner undergoing standard maintenance and inspection services or warranty repair. Courtesy Car Services are also valid for a period of five years or 75.000 km from the date of the first registration (whichever comes first). Furthermore, the conditions listed under „I. Eligibility” apply.

Genesis will offer you the Courtesy Car Service when you schedule your service appointment and will also provide you with important details (e.g. vehicle model, transfer process, location and time). Please note that we cannot guarantee to offer you an equivalent model as a replacement vehicle. In the unlikely event that we do not have a replacement vehicle available when requested, Genesis reserves the right to offer an alternative and appropriate mobility solution.

Our Courtesy Car Service will be provided at no additional cost to you during the period of validity of your Genesis Care, provided that the appropriate maintenance and inspection services are performed as outlined in II. above and the repair work is warranted or covered by the Genesis manufacturer’s warranty. In all other cases, Genesis reserves the right to charge for the services as appropriate and applicable.



The respective conditions for the provision of replacement vehicles shall apply.

## VI. OTA (OVER-THE-AIR) SOFTWARE UPDATES

Driving with an outdated navigation map can affect your driving. Routes change frequently, and Points of Interest („**POI**”) are added regularly. During the term of the Genesis Care Plan, you are entitled to periodic map updates to your navigation system. Genesis will perform map updates at its sole discretion and will notify you when a map update is available for your Genesis navigation system and how to perform it (e.g. through a Genesis service partner or manually over the air). You can access the navigation map updates free of charge for a period of five years from the date of first registration (without mileage limit).

Updates required to maintain the functionality of the digital elements in your Genesis vehicle (e.g. navigation system, infotainment system, etc.), as well as security updates required to protect the digital elements and your Genesis vehicle, will be provided to you on an ongoing basis, regardless. Genesis will notify you when an update is available and how to apply it.

## VII. GENESIS CONNECTED SERVICES SUBSCRIPTION

Before, during, and after driving your Genesis, our Genesis Connected Services („**GCS**”) keep you connected to your Genesis vehicle. A whole suite of services has been designed to make driving safer, easier, and more fun. For the duration of the Genesis Care Plan, you will be able to enjoy the GCS free of charge.

For further details, please read our GCS terms and conditions:

[https://www.genesis.com/de/documents/DE\\_GMD\\_Genesis\\_Connected\\_Services\\_ToU.pdf](https://www.genesis.com/de/documents/DE_GMD_Genesis_Connected_Services_ToU.pdf).

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