



GENESIS

GENESIS CARE PLAN TERMS AND CONDITIONS

Together with your Genesis vehicle, you have acquired an additional quality promise, the Genesis Care Plan. With the Genesis Care Plan, you receive a package of services that are described in detail in the following terms and conditions. Please also take note of the supplemental service terms and conditions that are expressly referenced below.

I. MAINTENANCE AND INSPECTION SERVICES

Regular maintenance and inspection services are necessary in order to guarantee the safety of your Genesis vehicle. Our Genesis Care Plan promises you a no-cost entitlement to the standard maintenance and inspection services for a period of five (5) years or kilometrage of 75,000 km from the initial registration date, whichever comes first.

The scope of the maintenance and inspection services covers:

- Oil and oil filter change
- Air filter change
- Fuel filter change
- Cabin filter change
- Brake fluid change
- Replacement of the battery of the eCall system
- Windshield wiper blade replacement (up to a maximum of two (2) sets)
- General inspection

We carry out the maintenance and inspection services using one of our Service Partners according to the standard periods and intervals ("Service Intervals"). Please note that the Service Intervals may differ depending on the Genesis model. The operator's manual for your Genesis vehicle, which was provided to you together with your vehicle, shows which Service Intervals apply to your vehicle.

We will contact you when the time for maintenance and inspection of your Genesis vehicle is approaching in order to arrange a service appointment. However, it is ultimately your responsibility to note and comply with the Service Intervals, particularly when a Service Interval becomes due at an earlier time due to the kilometrage of your vehicle. In light of that, the maintenance and inspection services can only be used free of charge if they are performed within 1,000 km or one (1) month (whichever is earlier) after the respective Service Interval occurs. If they are performed later, Genesis is entitled to issue an invoice to you for the costs of the maintenance and inspection services.

II. GENESIS MOBILITY GUARANTEE

For the unlikely case that your Genesis vehicle should break down, you can rely on our Genesis Roadside Assistance Mobility Guarantee and an European network of breakdown assistance providers.



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With Genesis Roadside Assistance, you enjoy a no-cost mobility guarantee without kilometre restrictions for a period of five (5) years from the first registration date, around the clock and every day, whenever you are travelling in Europe.

In case of a vehicle breakdown, Genesis Roadside Assistance can provide on-site breakdown services, tow your vehicle to the nearest service partner, make a financial contribution towards the coverage of costs arising in connection with the breakdown that may become necessary for example for a rental car, hotel accommodations, further travel or return to the place of residence, taxi trips, return transport of the vehicle from abroad, and delivery of spare parts.

The exact requirements and the scope of services of the Mobility Guarantee as well as any exclusions and limitations are specified in the Terms of Genesis Roadside Assistance.

III. PICK-UP AND DELIVERY SERVICE

As part of the Genesis Care Plan, we offer you pick-up and delivery services free of charge for a period of five (5) years or a kilometrage of 75,000 km from the initial registration date, whichever comes first. These services comprise pick-up of your vehicle for standard maintenance and inspection services and repair work that is covered by the Genesis manufacturer's warranty, as well as return delivery of your vehicle after work is completed. Please note that the pick-up and delivery service is only offered in Germany (only on the mainland; islands are excluded).

Genesis offers you the pick-up and delivery service in conjunction with arranging the service appointment and will also inform you of the detailed process of the pick-up and delivery service (e.g., handover, place and time). How the services are provided (e.g., a driver or truck delivery) is at the discretion of Genesis. We will arrange the pick-up and return location with you in the context of making the appointment.

You also have the opportunity to make use of our pick-up and delivery services for a fee in connection with service work that does not fall under the standard maintenance and inspection services and warranty repair services, as well as for all service work that occurs after expiration of the period stated above. Here as well, we will offer you pick-up and delivery services in conjunction with arranging the service appointment and inform you in advance of the performance of the services and the costs arising. How the services are provided (e.g., a driver or truck delivery) is at the discretion of Genesis. The pick-up location must be arranged between you and Genesis in advance. Please note here as well that the pick-up and delivery service is only offered in Germany (only on the mainland; islands are excluded). If you do not wish to make use of our fee-based pick-up and delivery services, you can of course also deliver your Genesis vehicle yourself. Genesis will select the place of delivery and notify you thereof in advance.

IV. COURTESY CAR SERVICE

Another element of your Genesis Care Plan is our Courtesy Car Program. The Genesis Courtesy Car Programme makes it possible for you to use a replacement vehicle while your Genesis vehicle is at a Service Partner undergoing standard maintenance and inspection



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services or a warranty repair. The Courtesy Car Services also apply for a period of five (5) years or a kilometrage of 75,000 km from the initial registration date, whichever comes first.

Genesis offers you the Courtesy Car Service when making a service appointment and will also inform you of important details (e.g., vehicle model, handover process, place and time). Please note that we cannot guarantee to provide you with an equivalent model as replacement vehicle. For the unlikely case that we do not have a replacement vehicle available at the desired time, Genesis reserves the right to offer alternative and reasonable mobility solutions.

The Courtesy Car Service will be offered to you for the term of your Genesis Care Plan without additional costs insofar as the corresponding maintenance and inspection services are carried out as listed above under I. and the repair work qualifies for warranty or is covered by the Genesis manufacturer's warranty. In all other cases, Genesis reserves the right to issue an invoice for the services insofar as this is reasonable and accurate.

Provision of a replacement vehicle is subject to a maximum kilometrage of 200 km per day. Any kilometres travelled in excess thereof will be charged at EUR 0.39 per kilometre. Furthermore, the vehicle must not be driven outside of Germany. You are responsible for all fuel costs and all other costs related to the provision of a replacement vehicle, such as for example parking fees. The replacement vehicle will be handed over with a full tank and must be returned with a full tank. Please also note our terms for test drives, which are also applicable—to the extent these are not in conflict—to the provision of replacement vehicles.

V. NAVIGATION MAPS AND OTHER UPDATES

Driving with outdated navigation maps can interfere with your travel. Routes change frequently and Points of Interest (“POIs”) are added regularly. During the term of the Genesis Care Plan, you are entitled to regularly load map updates to your navigation system. Genesis will carry out the map updates at its own discretion and will inform you whenever an update is available for your Genesis navigation system, as well as how the update is to be carried out (e.g., manually by a Genesis Service Partner or over-the-air). You can access the navigation map updates free of charge during a period of five (5) years from the first registration date (without kilometre restrictions).

Separately from these updates, we will continuously make updates available to you that are necessary to maintain the functionality of the digital elements in your Genesis vehicle (e.g., navigation system, Infotainment System, etc.), as well as security updates that are necessary in order to protect the digital elements and your Genesis vehicle. Genesis will inform you whenever an update is available and how the update is to be implemented.

VI. GENESIS CONNECTED SERVICES SUBSCRIPTION

Before, during, and after driving your Genesis, our Genesis Connected Services (“GCS”) will keep you connected to your Genesis vehicle. A whole series of services have been developed to make driving safer, easier, and more entertaining. You can use the GCS free



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of charge for a term of five (5) years from the first registration date (without kilometre restrictions). They are available via the GCS smartphone app (“GCS App”) and on your Genesis’s touchscreen Infotainment System as soon as you have created a Genesis account, subscribed to GCS, and accepted the corresponding terms of use/services as well as the data protection notices (“GCS Terms”). GCS offers you a broad palette of remote and live services such as:

Remote services (accessible through the GCS App)

- Push notification functions that keep you comprehensively informed and warn you in case of, for instance, vehicle break-ins, open doors and windows, high voltage battery discharge, engine idling, etc.
- Locking and unlocking functions that you can use to lock the doors of your Genesis vehicle when the GCS App has informed you of your unlocked vehicle.
- “Find My Car” function that you can use to track down your Genesis when you have forgotten where you parked.
- “Send to Car” makes it possible for you to search for destinations from the comfort of your sofa. GCS is then synchronized with your navigation system and uploads the route so that it is ready to depart with no further steps and you just have to start the car.
- “My Car (POI)” synchronizes the stored Points of Interest (“POIs”) such as “Home” or “Work Address” between the Infotainment System and your GCS App.
- “Last mile guidance” applies when you have to park your car up to 2000 m away from your actual destination and you would still like to have navigation to the final destination. The navigation device in your Genesis forwards the navigation to the GCS App so that you will be guided to where you want to go using your smartphone.
- Valet Parking Mode: The Valet Parking Mode protects your private information stored in the Infotainment System when you hand over your car keys to another person.
- Status Update: Using the GCS App, you can obtain status information about your vehicle at any time, such as fuel level, motor activation, doors, climate control, trunk lid, or windows.

Live Services (accessible through the Infotainment System):

- “Live Traffic Information” uses real-time traffic information to recommend the best route to you depending on the traffic situation.
- “Live Parking” helps you search for a parking place for a more efficient and more stress-free parking.
- “Live Service Stations” helps you to find the closest and cheapest service station and offers you real-time fuel price information and a colourful overview of the price level.
- Weather information for the next five days
- “Live POI & Life Free Text Search” offers powerful online live POI and address searching for various POI categories. Simply enter a text such as “burger” and the navigation system will show you burger restaurants in your area.
- “Vehicle Diagnosis” offers information on active vehicle error messages for specific control devices of the vehicle.
- “Linked Routing”: A powerful server within the GCS cloud environment enables more precise traffic forecasts, more precise arrival times, and more reliable route recalculations.



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- “Online Voice Recognition” makes it possible for you to access and control the Infotainment System using voice commands as well as to draft and send text messages.
- “Calendar”: Using GCS, you can synchronize your Google or Apple Calendar with the integrated calendar function in your Infotainment System and with the GCS App.

For details on the GCS, please refer to our GCS Terms.

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