

AUTOXPRESS KENYA TERMS AND CONDITIONS



I. Promotions:

Brand Campaign	Mechanics	Duration*
2nd Year XSTDG Goodyear Campaign	Buy Goodyear tyres and get a FREE 24 Month Tyre Damage Guarantee!	Continuous
Goodyear- Instant Cashback	Spoil yourself with Goodyear Tyres!	9 th March 2020 to 31 st March 2020
Easter Sale on Dunlop tyres	Buy Dunlop tyres and get FREE airtime	16 th March to 16 th April 2020
Xpress Service – get 25% off selected accessories	Buy an Xpress Service and get 25% off accessories	1 st February to 31 st March 2020
Ferodo and Asimco Brake Pads - For All Cars	Quality Brakes - We replace brake pads!	1 st February to 31 st March 2020
Ferodo and Asimco Brake Pads – Don't Pay "Tall" Prices	Quality Brakes - Don't pay "tall" prices for your brakes!	1 st February to 31 st March 2020

*The duration of the promotions remains as indicated above unless notified otherwise

2. The promotions are only open to **RETAIL** purchases
3. The offers are valid for payments made via cash, credit card and MPESA
4. The offers are valid at all AutoXpress outlets countrywide
5. By signing the invoice, you are agreeable to the terms and conditions below

✓ Personal Information:

- I. Every participant in this promotion voluntarily agrees to provide personal data that may include name, contact details, vehicle details and transaction made
- II. AutoXpress will only use the Personal Information collected as follows:
 - Responding to customer queries
 - Communicating special offers, products and services available at AutoXpress
- III. No personal information will be shared or sold to a third party

I. BUY GOODYEAR TYRES AND GET FREE 24 MONTH TYRE DAMAGE GUARANTEE



1. The customer qualifies for a FREE 24 month Tyre Damage Guarantee with the **RETAIL** purchase of the Goodyear tyres below:
 - a. Passenger Ultra High Performance 17” tyres and above
 - b. Applicable on all SUV (4X4) tyre
2. Offer timeline: Continuous
3. Refer to the XSTDG terms and conditions below for a comprehensive list on what your benefits are

2. BUY GOODYEAR TYRES AND GET A DISCOUNT VOUCHER



1. This offer is applicable on all Goodyear SUV tyres.
2. With every purchase of a set of Goodyear tyres, a customer qualifies to get the below:
 - a. Buy two SUV tyres and get a Ksh 2,000 discount voucher
 - b. Buy four SUV tyres and get a Ksh 4,000 discount voucher
2. A serialized voucher will be presented to the customer at the time of purchase as proof of prize
3. The discount voucher is valid up to 31st may 2020
4. A copy of the voucher indicating the customer name and mobile number will be kept by AutoXpress
5. In the case the customer doesn't receive the vouchers at any of our service centres, they can call us on 0709872000 to resolve
6. The customer can redeem the voucher on any AutoXpress products and services including the Goodyear tyres just bought
7. The discount voucher is transferrable
8. The gift voucher is s form of payment and is VAT inclusive
9. Promotion is valid while stocks last

3. BUY DUNLOP TYRES AND GET FREE AIRTIME

BUY TWO PASSENGER		BUY TWO SUV/4X4	
750/=	Free Airtime	1500/=	Free Airtime

THE SMART TYRE CHOICE

13" 6,500/=	15" 8,500/=	17" 16,750/=
14" 7,500/=	16" 9,900/=	18" 20,300/=

1. This is a price offer applicable on **ALL RETAIL** Dunlop Passenger and SUV tyres available at AutoXpress outlets countrywide – Ask your customer service assistants for the prices and sizes available
2. With every purchase of a set of two Dunlop tyres, a customer qualifies to get the below:
 - a. Buy two Passenger tyres and get Ksh. 750
 - b. Buy two SUV tyres and get Ksh. 1,500
3. Offer timeline: 16th March to 16th April 2020
4. Mpesa will be sent to the customer's mobile number provided during invoicing within 24 hours of purchase from AutoXpress
 - a. In the event that the customer is not a Safaricom user, he/she can nominate another mobile number to transfer the funds to, which will be captured during invoicing
 - b. The customer can also choose to send get the same on their Airtel number and withdraw the amount at an Mpesa agent
5. A serialized airtime voucher will be presented to the customer at the time of purchase as proof of prize
 - a. A copy of the airtime voucher indicating the customer name and mobile number will be kept by AutoXpress for any claims
 - b. In the case the customer doesn't receive the amount within 24 hours the voucher can be presented at any of our service centres or call us on 0709 872 000 to resolve
6. The duration of the promotions remains as indicated above unless notified otherwise
7. The offers are valid for payments made via cash, credit card and MPESA
8. The offers are valid at all AutoXpress outlets countrywide
9. The offer is valid while stocks last

10. AutoXpress reserves the right to change the price of the tyres during the campaign period
11. AutoXpress reserves the right to withdraw or amend the promotion in the event of unforeseen circumstances or factors outside their control, without prior notice

4. XPRESS SERVICE – HAKUNA MATATA!

**Looking Ahead & Driving Into 2020
Hakuna Matata!**

BUY Xpress service

- ⊙ Mineral or Synthetic Oil
- ⊙ Oil Filter
- ⊙ Technical Services

from **2,300/=**
1,000cc - 1,600cc

GET 25% OFF Accessories

*Terms and Conditions apply

1. With every purchase of Xpress Service, the customer qualifies for a 25% DISCOUNT on any of the selected accessories available at AutoXpress
2. The offer is applicable to Passenger and SUV retail customers ONLY at AutoXpress outlets countrywide
3. The selected accessories are Hinshitsu and AutoXtra brands ONLY
4. DISCOUNT is limited to ONLY one accessory item for one customer
5. This offer is only valid for same day redemption and is NOT redeemable after the date of invoice
6. The Xpress Service entails change of engine oil, oil filter and technical services
7. The offer is valid while stocks last

5. BRAKES FOR ALL CARS

BRAKES FOR ALL CARS

QUALITY FOR LESS!

BRAKE PAD SETS FROM	
TOYOTA PROBOK/VITZ	... 1,500 KSH
TOYOTA COROLLA NZE	... 1,600 KSH
NISSAN TIIDA/WINGROAD	... 1,700 KSH

**T&C apply

ATI
WHAATTT?

DON'T PAY
"TALL" PRICES
FOR YOUR
BRAKES

HARRIER

From
4,500/=

PRADO

From
5,000/=

QUALITY
BRAKES

PAJERO

From
4,500/=

LAND CRUISER

From
6,500/=

1. The offer is ONLY applicable to retail purchases of Passenger and SUV vehicle brake pads either in Asimco or Ferodo brands at any AutoXpress outlet countrywide
2. The prices in the advert are entry prices for Ferodo and Asimco brakes - Ask your customer service assistants for the prices of the brake pads for your car make and model and the preferred brand
3. The offer is valid while stocks last
4. AutoXpress reserves the right to change the price of the brake pads during the campaign period

TYRE GUARANTEES

GUARANTEES AND WARRANTIES ON AUTOXPRESS PRODUCTS

XTRASURE TYRE DAMAGE GUARANTEE (XSTDG)

- With every purchase of Passenger or SUV tyres at any AutoXpress fitment centre countrywide, one automatically qualifies for a FREE one year XtraSure Tyre Damage Guarantee (XSTDG).
- This product protects you, this product protects, the owner of the vehicle, from paying for any repairs or full replacement of tyres damaged by road hazards, including but not limited to:
 - Rocks
 - Broken glass
 - Nails
 - Kerbs
 - Potholes
- In case of replacement, you only pay for the tread you've used.
- XSTDG covers Passenger and SUV tyres that are **purchased** and **fitted** at any AutoXpress Fitment Centre in Kenya, provided that the vehicle that the tyres are fitted on, **is used for private or personal use with an exception of UBER drivers.**
- Vehicles used for commercial purposes like Taxis, Matatus, Vans and Pick-Ups are **excluded** from this cover (Exception of UBER).

Period of Cover

- XtraSure Tyre Damage Guarantee is **FREE OF CHARGE** for the first year for all brands of tyres except Westlake and Hifly (Budget tyres).
- The guarantee can be extended for a second year at a nominal charge as per the smart menu based on rim size of the tyres for **ALL** brands of tyres (Budget, mid-tier and premium).
- The additional cover can be purchased at the same time as the tyre purchase or at any time within the first year.
- The XS TDG is only valid for Passenger tyres with a minimum remaining tread depth (RTD) of 1.5 mm and SUV tyres with a minimum RTD of 2.5 mm.

Customer Registration for XSTDG

- At the time of purchase of tyres, the customer will be requested to provide the following information:
 - Full name
 - Mobile number
 - Email
 - Vehicle registration number
 - Make and model of the vehicle
 - Current mileage of the vehicle
 - Brand, Size and pattern of tyre purchased and fitted
 - DOT number of the tyre
 - AutoXpress invoice number
- In the event of an incident where one or more of the covered tyres are damaged, the customer should submit it or them for a claim at any AutoXpress fitment centre within 48 hours after the event that caused the damage occurred.
- The AutoXpress tyre professional will evaluate whether the damaged tyre can be repaired or needs replacement.
- If the tyre is repairable, it will be repaired free of charge up to three repairs per tyre, per cover.
- If the tyre requires replacement, then the AutoXpress Customer Service Agent will establish the amount that the customer will receive in form of a credit for the damaged tyre and therefore the amount needed to pay for the replacement tyre using the XSTDG calculator on the smart menu.

Within 30 days or 1,000kms

Within 30 days from inception of the cover or within the first 1,000 km of driving on the covered tyre(s) after fitment, as specified on the AutoXpress invoice, whichever comes first, the customer will receive a full credit towards the purchase of the same or similar new tyre (s) from AutoXpress.

After 30 days or 1,000 km

- For events occurring after 30 days from inception of the cover or after the first 1,000 km of driving on the covered tyre, whichever comes first, the AutoXpress Customer Service Staff will establish the amount that the customer will need to pay.
- This is done by calculating the amount that will be credited to the customer's account using the smart menu XSTDG Claim calculator, less the amount of the replacement tyre.

Claim Procedure

When a customer has damaged a tyre that is covered under the XSTDG, the customer can go to any AutoXpress Centre to make a claim. The AutoXpress Customer Service Agent then needs to verify the following customer information:

- Full name
- Vehicle registration number
- Make and model of car
- Current mileage of your vehicle
- DOT number of tyre
- Customers original invoice or XSTDG cover number from AutoXpress

User Obligations

The XSTDG is void if the tyres have not been adequately maintained. Proper care is necessary to obtain maximum wear from a tyre and to ensure your safety on the road. The checks are not onerous. Kindly ensure that:

- The tyres and wheels assembly are balanced
- The wheels are aligned
- The tyres are operated at correct inflation pressures

XSTDG Terms and Conditions

1. The cover is not transferable to any other vehicle or person.
2. The XSTDG entitles you to a maximum of 1 tyre replacement or 3 repairs per covered tyre provided that any repairs are carried out at an AutoXpress Centre only.
3. The XSTDG covers the cost of fitting, but does not cover the cost of wheel balancing or wheel alignment.
4. The sum covered is limited to KES 50,000 including VAT per covered tyre, irrespective of the purchase price of the covered tyre and shall not be paid in cash. It will constitute a credit towards the purchase of a new tyre from AutoXpress Limited.
5. The remaining tread depth will be measured at 3 points on the tyre and the credit will be based on the lowest measurement taken. This takes into account any irregular wear due to mechanical issues of the vehicle.
6. The XSTDG Guarantee applies to the price of tyres indicated on the initial purchase invoice, not on the prevailing price of the tyres.
7. While AutoXpress will make every possible effort to locate an exact replacement, if it is not possible for any reason, e.g., the tyre is obsolete, or the pattern has been superseded by a newer pattern or is simply out of stock, AutoXpress reserves the right to offer an alternative of equivalent value to the initial tyre purchased. In the event the customer would prefer an alternative brand, and it is available and more expensive than the one originally purchased, he or she would be required to pay the difference in price.
8. The damaged tyre will remain the property of AutoXpress.

9. At the discretion of AutoXpress, tyres which they deem to be damaged by criminal or malicious action, vandalism, improper use, fire, theft, used in a competitive sport, road accidents, repaired by another garage, mechanical defects of the vehicle and driving on incorrect pressure or are specific excluded from cover under this guarantee.

10. AutoXpress reserves the right to alter these terms and conditions at any time with immediate effect by placing the amended terms and conditions on its website (www.auto-xpress.com).

11. XSTDG is only available at AutoXpress Fitment Centres in Kenya.

12. The XSTDG is in lieu of all other warranties, expressed or implied, and does not cover consequential loss or damage.

13. The customer's statutory rights are not affected by the terms of this guarantee.

Kenya's first Tyre Damage Guarantee is powered by APA Insurance – www.apainsurance.org

SHOCK ABSORBERS WARRANTY

Validity of shocks warranty

1. The KYB shock absorbers bought and fitted at AutoXpress branches are warranted against faulty manufacture and/or faulty materials:
 - If you replace the shock absorbers together with the coil spring – you are covered for a period of 12months from date of purchase or 20,000KM, whichever comes first.
 - If you replace only the shock absorber and if the workshop manager confirms that the existing coil spring is in good condition and does not need to be replaced – you are covered for a period of 6 months from date of purchase or 10,000 KM, whichever comes first.
2. The liability of AutoXpress Ltd is limited to the supply of a replacement as per 'point 1' above. The product must be within the warranty period and certified by AutoXpress Ltd to have failed by reason of faulty manufacture and/or defective materials.
3. The replacement unit will be similarly warranted but only for the balance of the duration of the original warranty

4. The warranty will only be applicable to goods, which the user proves became defective in normal and proper use
5. AutoXpress Ltd shall not be liable for any other consequential loss or damage from whatever cause arising from a defective shock absorber
6. This warranty does not cover shock absorber end fittings (eyes, pins, bushes, washers, etc) and labour
7. This warranty does not cover KYB shock absorbers where:
 - a. Vehicles have been modified
 - b. Have external damage
 - c. Have over heated
 - d. Have damage sustained to the piston rod of unit inflicted by tools or stones and have excessive wear caused by misalignment
 - e. Are used in Motor sporting
 - f. Incorrect application
 - g. The shock mountings are worn out
 - h. The protection kits are worn out
6. As advertised, the shocks absorbers starting price is Ksh. 1,950. The prices however vary depending on the car model and make

BATTERY WARRANTY

Validity of the battery warranty

With every battery purchased at AutoXpress centre countrywide:

- A. An 18-month on Energizer and 12-month on FreeBatt batteries from date of purchase for private consumer use; i.e. for passenger and SUV vehicles
- B. Six months from date of purchase for commercial consumer use

GENERAL TERMS AND CONDITIONS

1. All promotions are valid while stocks last
2. Refer to individual terms and conditions for each promotion
3. The offers are valid for payments made via cash, credit card and MPESA
4. The offers are valid at all AutoXpress outlets countrywide
5. AutoXpress reserves the right to change the pricing during the campaign period
6. AutoXpress reserves the right to withdraw or amend the promotion in the event of unforeseen circumstances or factors outside their control, without prior notice
7. With every purchase of Passenger or SUV tyres at any AutoXpress fitment centre countrywide, one automatically qualifies for a FREE one year XtraSure Tyre Damage Guarantee (XSTDG)
8. The duration of the promotions remains as indicated above unless notified otherwise
9. No personal information will be shared or sold to a third party
10. AutoXpress shall not be liable for any failure to comply with its obligations where the failure is caused by something outside its reasonable control. Such circumstances shall include, but not be limited to, weather conditions, fire, flood, hurricane, strike, industrial dispute, war, hostilities, political unrest, riots, civil commotion, inevitable accidents, supervening legislation or any other circumstances amounting to force majeure

ALL PRODUCTS MANUFACTURER WARRANTY

All products sold by AutoXpress Limited represent their own Manufacturer Warranty. These warranties include elements such as, the number of years a product is covered for against manufacturing defects and will indicate if the warranty is valid from date of manufacture or date of sale, as this may differ for each product and brand. However, AutoXpress Limited will honour manufacturing warranties from date of sale. For full manufacturer warranty details, please visit each product brand's website. This vary from country to country, ask your customer service representative to advice.

CONTACT US

Should you have any questions, kindly speak to an AutoXpress Customer Service Agent at any AutoXpress Centre or call:

AutoXpress Customer Contact Centre

Tel: 0709 872 000

Monday to Friday: 8.30 a.m. to 5:30 p.m.

Saturday: 8.30 a.m. to 4:00 p.m.

Website: www.auto-xpress.com

THESE TERMS AND CONDITIONS WILL BE APPLICABLE AND WILL BE A GUIDE FOR PARTICIPATION IN THE PROMOTION.

THE TERMS AND CONDITIONS OF THIS PROMOTION WILL BE PUBLISHED ON THE CORPORATE WEBSITE OF AUTOXPRESS LIMITED - <http://www.auto-xpress.com>

AUTOXPRESS RESERVES ITS RIGHT TO AMEND THESE TERMS AND CONDITIONS AS WELL AS WITHDRAW ANY PROMOTION WITHOUT NOTICE.

Errors and Omissions Excepted (E and O.E.)