

CARSOME x PETRONAS Auto Expert (PETAE) Official Panel Workshop

Terms and Conditions

This Promotion (details of which are set out below) is available only to Eligible Customers who meet the Campaign Qualifications.

Program Information Details:

Organizer	Carsome Certified Sdn Bhd (202101006178)															
Promotion Description	<p>This Promotion is for customers that purchased selected Carsome Value Cars and Carsome Certified Cars (“CARSOME’s Vehicles”) from the Organizer within the Promotion Period and subject to the Promotion terms and conditions.</p> <p>The Promotion Benefits are offered jointly by the Organizer and Petronas Auto Expert (“PETAE”) Official Panel Workshop that entered into a collaboration program (“Collaboration”) with the Organizer.</p>															
Eligible Customers	Customers which purchased the selected CARSOME’s Vehicles within the Promotion Period at the Participating Outlets and purchase respective service package offered by the Organizer.															
Promotion Period	13 th January 2025 to until further notice															
Promotion Benefits	<p>The Eligible Customer shall receive the Promotion Benefits as follows subject to the terms and conditions for the applicability of the Promotion Benefits:</p> <p>1. Service Package (“Voucher”) for Eligible Customer’s use for selected vehicle services strictly limited to 4 litre semi-synthetic engine oil change, oil filter change and labor charges (“Service”) unless stated otherwise.</p>															
Participating Outlets	<p>CARSOME Service Center:</p> <table><tr><td>1</td><td>CARSOME Service Center (Ampang)</td><td>Tambahan, Lot 1322, Kawasan Kilang, Jln 11, Kampung Baru Ampang, 68000 Ampang, Selangor</td></tr><tr><td>2</td><td>CARSOME Service Center (Petaling Jaya)</td><td>2, Lorong 51 A/227C, Seksyen 51A, 46100 Petaling Jaya, Selangor</td></tr></table> <p>Authorized Service Centre:</p> <table><tr><td>1</td><td>PETRONAS AUTOEXPERT @ DETROIT AUTO (BANDAR PUTERA 2, KLANG)</td><td>59 & 61 Jalan Kebun Nenas 7a/Ks8, Bandar Putera 2, 41200 Klang Selangor</td></tr><tr><td>2</td><td>PETRONAS AUTOEXPERT @ MAXIPURA (CYBERJAYA)</td><td>Lot 7, Jalan Autoville 2, Autoville, 63000, Cyberjaya, Selangor.</td></tr><tr><td>3</td><td>PETRONAS AUTOEXPERT @ MAXIPURA (PUTRAJAYA)</td><td>Lot Pt 2495, Jalan P16, Presint 16, 62150, Putrajaya</td></tr></table>	1	CARSOME Service Center (Ampang)	Tambahan, Lot 1322, Kawasan Kilang, Jln 11, Kampung Baru Ampang, 68000 Ampang, Selangor	2	CARSOME Service Center (Petaling Jaya)	2, Lorong 51 A/227C, Seksyen 51A, 46100 Petaling Jaya, Selangor	1	PETRONAS AUTOEXPERT @ DETROIT AUTO (BANDAR PUTERA 2, KLANG)	59 & 61 Jalan Kebun Nenas 7a/Ks8, Bandar Putera 2, 41200 Klang Selangor	2	PETRONAS AUTOEXPERT @ MAXIPURA (CYBERJAYA)	Lot 7, Jalan Autoville 2, Autoville, 63000, Cyberjaya, Selangor.	3	PETRONAS AUTOEXPERT @ MAXIPURA (PUTRAJAYA)	Lot Pt 2495, Jalan P16, Presint 16, 62150, Putrajaya
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	4	PETRONAS AUTOEXPERT @ ST AUTOWORKS (BANDAR HILL PARK PUNCAK ALAM)	No. 3A & 3A-1, JALAN HILLPARK 11/11A, PUSAT PERDAGANGAN HILLPARK, 42300, BANDAR HILLPARK PUNCAK ALAM, SELANGOR
	5	PETRONAS AUTOEXPERT@ALTI MAT (SAUJANA UTAMA)	No.1a Lorong Elmina 4, Sungai Buloh Country Resort, 47000 Sungai Buloh, Selangor
	6	PETRONAS AUTOEXPERT @ SYEEHAN (BANDAR PERDA, BKT. MERTAJAM)	No 6, Jalan Perda Timur, Bandar Perda, 14000 Bukit Mertajam, Pulau Pinang
	7	PETRONAS AUTOEXPERT@JAWI TYRE & WORKSHOP (BAYAN LEPAS, PENANG)	186d Jalan Sultan Azlan Shah, 11900 Bayan Lepas, Pulau Pinang
	8	PETRONAS AUTOEXPERT @ DAMIA (BANDAR AMANJAYA, SG. PETANI)	No.91, Jalan Melati 1/2, Bandar Amanjaya, 080000 Sungai Petani, Kedah
	9	PETRONAS AUTOEXPERT@PUSA T SERVIS KENDERAAN KAFIX (TAMPOI, JOHOR)	G, No. 27, Jalan Kempas 2, Kawasan Perindustrian Tanah Tampoi, 81200 Johor Bahru, Johor.
	10	PETRONAS AUTOEXPERT @ AARLA (JLN. UJONG PASIR, MELAKA)	101,101-1 & 101-2, Jalan Ujong Pasir, 75050 Melaka
	11	PETRONAS AutoExpert @ Fendy Auto Tyre Cawangan IM14 (Kuantan, Pahang)	No A1(GF) & A3 (GF), Lorong IM14/31, Bandar Indera Mahkota, 25200 Kuantan, Pahang.
	12	PETRONAS AUTOEXPERT @ RS AUTO TECHNOLOGY (Kuala Terengganu)	8503-D, Kampung Duyung, Jalan Lapangan Terbang, 21300 Kuala Nerus, Terengganu Darul Iman
	13	PETRONAS AutoExpert @ MF Auto (Kota Bharu, Kelantan)	Lot 401, Seksyen 45, Panji 16100 Kota Bharu, Kelantan
	14	PETRONAS AutoExpert @ NASR Utara Automotif (Kangar, Perlis)	Lot 2584, Kepala Batas Utan Aji, 01000, Kangar, Perlis
	15	PETRONAS AutoExpert @ Paka (Terengganu)	Lot 1271, Jalan Besar Cacar Baru, 23100 Paka, Dungun, Terengganu

How will it be provided?	<ol style="list-style-type: none"> 1. The Voucher of the service package purchased will be credited to the Eligible Customer's CARSOME's account under "My Voucher" section subject and following with the verification by the Organizer. 2. The Eligible Customers shall notify the employees and/or technician at the Participating Outlets prior to the commencement of Service or work on the CARSOME Vehicles.
Special Promotion Terms	<ol style="list-style-type: none"> 1. Unless otherwise stated, the usage and applicability of the Voucher shall be governed by these terms and conditions. 2. The Validity of the Voucher shall be one (1) year from the date of issuance or shall be valid until the full utilisation of the credit assigned to the Voucher. 3. The employees and/or technician at the respective Participating Outlets shall have the rights to refuse performance of Service in the event the credit balance in the Voucher is insufficient for performance of requested Service and the Eligible Customer rejected the option of additional payment ("Top Up") for the performance of the Service, or refusal for payment for performance of additional Service not covered under the Voucher. 4. The Eligible Customers accepted that the Service pricing or fees ("Service Fees") may vary across different PETAE and CARSOME Service Centres as listed in the Participating Outlets for any additional service not covered under the Voucher, it is the Eligible Customers' sole responsibility to bear the additional costs not covered under the Voucher, regardless due to insufficient credit balance for Services or request for additional Services not covered under the Voucher. 5. The Organizer reserves its rights to revise, amend and update all terms and conditions with immediate effect upon notification of the updated terms inclusive but not limited to the terms and conditions of the Vouchers and the Eligible Customers' entitlement to the usage of Voucher shall automatically lapsed or revoke upon any non-compliance of the applicable terms and conditions. 6. Only Eligible Customer in receipt of the Promotion Benefit under these terms and conditions are entitled to the utilization of Voucher at the Participating Outlets, for avoidance of doubt, existing customers with any applicable vouchers are only allowed to utilise the applicable Vouchers at CARSOME' service centre further subject to respective terms and conditions of the Voucher. 7. The Promotion Benefit is non-transferable, non-exchangeable, and cannot be redeemed for cash or any other form of consideration. 8. The Organizer reserves the absolute right to remove or cancel any panel workshops from the Participating Outlets without prior notice or liability. 9. The Organizer and PETAE shall not be liable for any losses, damages, or claims arising out of or in connection with the use of the Promotion and Promotion Benefit, including but not limited to any Service delays, unavailability of parts, or additional charges incurred. 10. The Organizer interpretation and decision shall be final and binding upon the Parties. 11. To remove any ambiguity, the Eligible Customers acknowledge and accept that any service conducted at PETAE is solely between the Eligible Customers and PETAE. Any cause of action or claim arising out of or in connection with such Services is exclusively between the Eligible Customers and PETAE. The Eligible Customers further acknowledge that PETAE is not an agent, representative, or affiliate of the Organizer, and the Organizer assumes no liability or responsibility for any actions or services provided by PETAE.

Promotion Terms and Conditions:

This Promotion is as specified in the Promotion Information Details above and is strictly made available to the Eligible Customers who meet the Promotion Qualifications during the Promotion Period and is subject to the following terms and conditions ("Terms and Conditions"):

1. The Organizer reserves the right to amend or extend the Promotion at any time as they deem fit. The Organizer may engage their Affiliates in order to assist the Organizer with the execution of the Organizer's roles and responsibilities pursuant to this Promotion. For purposes of this Promotion, the term "Affiliate" shall mean any entity, individual, firm, or corporation, directly or indirectly, through one or more intermediaries, controlling, controlled by, or under common control with the Organizer.
2. This Promotion is only applicable during the Promotion Period. Any customer who does not meet any terms and conditions herein and is not an Eligible Customer is not entitled to the Promotion.
3. In the event this Promotion involves vendors, merchants, and/or third-party providers ("Merchant") the relevant participating Merchant reserves the right to revise its terms and conditions without prior notice. Eligible Customers' participation in the Promotion shall be further subjected to the participating Merchant's terms and conditions.
4. By participating in this Promotion, all Eligible Customers will be deemed to have read, understood and expressly agreed to be bound by the Terms & Conditions of this Promotion as stated herein and any additional terms and conditions stipulated by the Organizer (as may be applicable) including the decisions of the Organizer in all matters related thereto.
5. All personal information provided by the Eligible Customers is subject to the Organizer's Privacy Policy (details of which are available at https://www.carsome.my/privacy_policy). Amongst others, the Eligible Customers agree to provide consent for the Organizer to collect, record, hold, store, use and disclose their personal information for purposes which are necessary or related to their participation in the Promotion and agree to grant the Organizer the absolute and unrestricted right to modify, use and publish any still or moving images of the Eligible Customers for any promotional, marketing, commercial or other related purpose, without any payment or compensation.
6. The Organizer shall have the full discretion to determine (a) the eligibility of the Eligible Customers in relation to taking part in the Promotion; and (b) for any terms not specifically mentioned herein. The Organizer reserves the right to change or amend the Promotion mechanics, incentives, rewards, and the Terms & Conditions any time without any prior notice to the Eligible Customers.
7. The Organizer reserves the absolute right to cancel, terminate or suspend the Promotion with or without any prior notice and/or assigning any reason. For the avoidance of doubt, cancellation, termination or suspension by the Organizer shall not entitle the Eligible Customers to any claim or compensation against the Organizer for any and/or all losses or damages suffered or incurred as a direct or indirect result of the act of cancellation, termination or suspension.
8. The Eligible Customers acknowledges and agrees that in relation to this Promotion, neither the Organizer nor their Affiliates, agents, members, partners, employees, successors, or assigns shall be liable for claims, demands, compensation, costs, or expenses arising out of any damage or loss which may be sustained by the Eligible Customers, whether or not caused in whole or in part by the active or passive actions of the Organizer or their affiliates, agents, employees, partners, members, successors, or assigns. The Eligible Customers acknowledges and agrees to hold harmless, indemnify and defend the Organizer against any and all claims, liabilities, damages, liens and expenses (including, without limitation, reasonable attorney's fees) arising directly or indirectly from any such occurrences in relation to this Promotion.
9. The Organizer reserves the right to refuse entry by any participant to the Promotion or to remove any

participant from the Promotion given if the participant or Eligible Customers have breached any of the Terms and Conditions or provision of false or incorrect information required by the Organizer, or any reasonable circumstances deemed fit to cause harm or loss to the Organizer, without any liability for any reason and at its sole discretion.

10. The Terms & Conditions contained herein shall prevail over any inconsistent terms, conditions, provisions, or representation contained in any other promotional or advertising materials for the Promotion.
11. The Terms & Conditions herein shall be governed by the laws of Malaysia.