

## TERMS AND CONDITIONS

- Duration of the promotions:
  - Ferodo – We Don't Gamble With Brakes – **01.12.2017 to 28.02.2018**
  - Buy Xpress Service, get 50% OFF selected Accessories - **01.12.2017 to 28.02.2018**
  - Buy Goodyear tyres, get Free 24 Months Tyre Damage Guarantee – **05.02.2018 to 31.03.2018**
  - Buy two Bridgestone tyres, get Free wheel alignment up to Ksh. 4000 – **05.02.2018 to 31.03.2018**
  - More Than Tyres... (Mechanical Products) Tyres.Shocks.Springs.Brakes.Suspension - **05.02.2018 to 31.03.2018**

*\*The promotion period remain as indicated above unless notified otherwise*

- The promotions are only open to **RETAIL** purchases
- The offers are valid for payments made via cash, credit card and MPESA
- The offers are valid in all AutoXpress outlets countrywide
- By signing the invoice, you are agreeable to the terms and conditions below
  - Personal Information:**
    - Every participant in this promotion voluntarily agrees to provide personal data that may include name, contact details, vehicle details and transaction made
    - AutoXpress will only use the Personal Information collected as follows:
      - responding to customer queries
      - communicating special offers, products and services available at AutoXpress
    - No personal information will be shared or sold to a third party
- The promotions are only valid while stocks last
- Refer to individual terms and conditions for each promotion as well as other AutoXpress products

### A. FERODO – WE DO NOT GAMBLE WITH YOUR BRAKES

- The price offer is applicable **ONLY** to retail purchase
- The Ferodo Brakes purchased and fitted at AutoXpress qualify for a 20,000KM warranty
- AutoXpress reserves the right to give or deny the warranty based on the condition of the brakes disc at the time of fitment. If your disc is in poor condition, you have to pay to refit a new disc to qualify for the 20,000KM warranty
- The offer is valid while stocks last
- AutoXpress reserves the right to withdraw or amend the promotion in the event of unforeseen circumstances or factors outside their control

### B. BUY XPRESS SERVICE, GET 50% OFF SELECTED ACCESSORIES

- With every purchase of Xpress Service, the customer qualifies for a **50% DISCOUNT** on the new range of accessories available at AutoXpress
  - USB Mini Power Pack -car jump starter
  - Safari, Classic and Premium car seat covers
  - Full HD Dash Cameras
  - FM Modulators
  - Mini Power Pack
  - Wheel Spanner
  - Car Mats
  - Jacks
  - Shade Covers
- The offer is applicable to Passenger and SUV retail customers **ONLY** at AutoXpress outlets countrywide
- DISCOUNT** is limited to **ONLY ONE** accessory per item for **ONE** customer
- This offer is only valid for same day redemption and is **NOT** redeemable after the date of invoice
- The Xpress Service entails change of engine oil, filters and labour
- The offer is valid while stocks last

### C. BUY GOODYEAR TYRE, GET FREE 24 MONTHS TYRE DAMAGE GUARANTEE

- The customer qualifies for a FREE 24 months Tyre Damage Guarantee. This offer is applicable to the below tyres that are in stock
  - Passenger Ultra High Performance 17" tyres and above
  - Unlimited to all SUV (4X4) tyres

### D. BUY TWO BRIDGESTONE TYRES, GET FREE WHEEL ALIGNMENT UPTO 4,000/-

- This offer is **ONLY** applicable to **ALL** Bridgestone Passenger, Pick-up & SUV brand of tyres
- Customer gets a free wheel alignment worth upto Ksh. 4,000 with every purchase of two Bridgestone tyres at any AutoXpress outlets countrywide
  - If the vehicle is TOE: then it is FREE wheel alignment worth 2000/=
  - If the vehicle is CASTER/CAMBER: then it is FREE wheel alignment worth 4000/=
- The offer is only applicable to tyres bought in pairs or two's
- The free alignment offer cannot be exchanged for cash or discount as is for the physical work carried out only

### E. MORE THAN TYRES... (MECHANICAL PRODUCTS) CAMPAIGN

- The offer is applicable to Passenger and SUV retail customers **ONLY** available at AutoXpress outlets countrywide – Ask your customer service assistants for brands available
- The offer is valid while stocks last
- AutoXpress reserves the right to change the price of the mechanical products during the campaign period
- AutoXpress reserves the right to withdraw or amend the promotion in the event of unforeseen circumstances or factor outside their control
- Mechanical products being those other than tyres such as shock absorbers, springs, brake pads and suspension parts
- Shock absorbers purchased and fitted at AutoXpress qualifies for one year or 20,000 Km warranty, whichever comes first, valid with the change of new coil springs or have a warranted coil spring which is approved by AutoXpress team

## OTHER PRODUCTS AND SERVICES FROM AUTOXPRESS

### 1. XTRASURE TYRE DAMAGE GUARANTEE (XS TDG)

With every purchase of Passenger or SUV tyres at any AutoXpress fitment centre countrywide, one automatically qualifies for an XtraSure Tyre Damage Guarantee (XSTDG). This Guarantee protects you, the owner of the vehicle, from paying for any repairs or replacement of tyres damaged by road hazards, including but not limited to rocks, broken glass, nails, kerbs and potholes. In case of replacement, you only pay for the tread you've used.

#### Coverage

The Guarantee is valid for vehicles used for private or personal use only. Vehicles used for commercial purposes like Taxis, Matatus, Vans and Pick-Ups are excluded from this cover.

#### Period of Cover and Costs

XtraSure Tyre Damage Guarantee is FREE OF CHARGE for the first year. The Guarantee can be extended for a second year at a pre-set cost as advised by your Customer Service Agent. The additional cover can be purchased at the same time as the tyre purchase or at any time within the first year. However, the XSTDG 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.

#### How to Register for the XS TDG

At the time of purchase of tyres, you will be requested to provide the AutoXpress Customer Service Agent with the following information to enable them to register you on the XSTDG database.

- 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

Soon after the customer's details are uploaded to the database, the customer will receive an electronic confirmation.

#### How the XS TDG Works

Should you have an incident where one or more of your covered tyres are damaged, you 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. If the tyre requires replacement, then the AutoXpress Customer Service Agent will establish the amount that will need to be paid for the replacement tyre. The procedure is as follows:

#### 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 will be need to be paid for the replacement tyre.

For any covered event, the sum covered will be calculated by first measuring the remaining tread depth of the covered tyre, and then deducting from that the excess of 1.5 mm or 2.5 mm for passenger and SUV tyres respectively. This figure represents the remaining tread.

The remaining tread will be expressed as a percentage of the original tread depth of the covered tyre, and thereafter be multiplied by the original purchase price of the covered tyre from AutoXpress. The value, as determined using the above formula, will constitute the Kenya Shilling value of the credit that the customer will be entitled to use towards the purchase of a new 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 go to the XSTDG Portal and find the customer on the database and verify the following information:

- Full Name
- Identification Card/Passport
- Vehicle Registration Number
- Make and Model of Car
- Current mileage of your vehicle
- DOT Number of Tyre
- Your 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 tyre and wheel assembly are balanced
- The wheels are aligned
- The tyres are operated at correct inflation pressures

#### XSTDG Terms and Conditions

- The cover is not transferable to any other vehicle or person
- 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
- The XSTDG covers the cost of fitting, but does not cover the cost of wheel balancing or wheel alignment
- 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
- The remaining tread depth will be measured at 3 points on the tyre and the credit will be based on the lowest measurement taken
- The XSTDG Guarantee applies to the price of tyres indicated on the purchase invoice, not on the prevailing price of the tyres
- 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
- The damaged tyre will remain the property of AutoXpress.
- 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
- 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](http://www.auto-xpress.com))
- XSTDG is only available at AutoXpress Fitment Centres in Kenya. It is not yet available in Rwanda and Tanzania.
- The XSTDG is in lieu of all other warranties, expressed or implied, and does not cover consequential loss or damage.
- 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](http://www.apainsurance.org)

## 2. BATTERY

Every battery purchased and fitted at AutoXpress is eligible to the relevant warranty and a FREE check-up on battery life and charging system at the time of purchase.

Validity of the warranty

- 18 months on Energizer and 12 months on FreeBatt batteries from date of purchase for private consumer use (i.e. for Passenger and SUV vehicles)
- Six months from date of purchase for commercial consumer use

## 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 Saturday: 8.30 a.m. to 5 p.m.

Website: [www.auto-xpress.co.ke](http://www.auto-xpress.co.ke)

**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>**  
**AUTOTX - <http://www.auto-xpress.com>**  
**LIMITED - <http://www.auto-xpress.com>**  
**THESE TERMS AND CONDITIONS AS WELL AS WITHDRAW ANY PROMOTION WITHOUT NOTICE.**