

THE KINTO ONE SERVICE & MAINTENANCE PLAN

LEXUS CARE AUTHORISATION: Telephone 0861 888 789 (Office Hours)

In line with your KINTO contract duration and kilometres, all routine service and maintenance items related to normal wear and tear are covered in terms of the standard Lexus Service and Maintenance Policy. This policy is subject to the KINTO contract monthly kilometres not being exceeded. If you are exceeding the monthly kilometre allowance, please contact operations@kinto-mobility.co.za to increase your monthly kilometre allowance.

SERVICING & MAINTENANCE PROCEDURE

- Check the vehicle handbook to establish the required service intervals. It is very important to carry out the services at the correct intervals to ensure the validity of the vehicle warranty;
- Book your appointment for service, maintenance and/or repairs at your preferred Lexus Dealer. On the day, deliver the vehicle to the Dealer and clearly inform the Service Advisor of the required work to be performed.
- When collecting your vehicle, satisfy yourself that all the required work has been completed. Please check and sign the invoice that will be forwarded to KINTO SA for payment.
- If you are not satisfied with the work carried out, please escalate your concerns to the Dealer's Service Manager.

EXCLUSIONS

- Fuel, top up oil, any fuel or oil-additives;
- Replacement or repair of glass including windscreens and light lenses;
- Trim and upholstery repairs. Cleaning and valet services;
- Repairs caused by accidents, driver negligence or driver inflicted damage.

PROCEDURE FOR EMERGENCY REPAIRS

If your vehicle requires emergency repairs and a Lexus Dealer is unable to assist, or it is not possible to gain prior authorisation for the emergency repair, you may be required to pay for the repairs yourself. In these instances, please pay for these repairs and send the invoice and proof of payment to operations@kinto-mobility.co.za for reimbursement. Reimbursement will be limited to standard mechanical repairs carried out in South Africa and will also be limited to our standard reimbursement rates.

BREAKDOWN OR ROADSIDE ASSISTANCE – LEXUS ROADSIDE ASSIST: Telephone 0800 021277 or +27(11)7991655

TYRE REPLACEMENT (IF INCLUDED)

LEXUS TYRE AUTHORISATION: Telephone 0861 888 789 (Office Hours)

If a tyre/s needs to be replaced due to normal wear and tear and you have selected tyres to be included in your contract (the number of tyres included will be indicated on your KINTO One Contract Schedule):

- Take your vehicle to a Tiger Wheel & Tyre or Supa Quick tyre fitment centre and advise them to contact the Lexus Care Call Centre for authorisation. If neither of these franchises are in your location, contact the Lexus Care Call Centre for guidance on an alternative fitment centre.
- This authorisation will only be provided if the requested number of replacement tyres are available on your contract. If there are no tyres available, no authorisation will be given and you will be required to settle the invoice directly with the tyre supplier.

KINTO PROTECT (IF INCLUDED)

Telephone 010 5101791

If your KINTO One contract includes KINTO Protect, contact the KINTO Protect Call Centre immediately to notify us of any incident such as your vehicle being stolen, the windscreen being chipped or cracked, or if your vehicle is involved in an accident. Complete the applicable KINTO Protect claim form which is available on our website <https://www.lexus.co.za/kinto/kintoprotect> and contact us on the telephone number above so we can assist you as soon as possible. Note that complementary car hire or a replacement vehicle is not included in your contract.

PROCEDURE IN THE EVENT OF AN ACCIDENT

If you are involved in an accident, report the accident and produce your driver's license to the SA Police Services within 24 hours. Ensure that you obtain a copy of the Accident Report at the time of reporting the accident. It is critical to inform KINTO Protect or your Insurance Company (whichever is applicable) as soon as possible. Repairs to KINTO vehicles may only be carried out by a Lexus approved panel beater. It is important for you to check that the work has been carried out to the highest standard as you may be held liable for Make Good Costs related to inferior repair work at the end of the KINTO One contract period.

PROCEDURE IN THE EVENT OF THEFT OR HIJACK

In the unfortunate event of theft or hijack, immediately contact Netstar's emergency number 0800 112 222 to report the vehicle as stolen. You are also required to report the incident to the SA Police Services and obtain a copy of the case report. KINTO Protect or your own Insurance Company (whichever is applicable) and KINTO SA should also be notified as soon as possible.

NETSTAR STOLEN VEHICLE RECOVERY DEVICE (IF INCLUDED)

EMERGENCY CONTACT: Telephone 0800 112 222

CUSTOMER SUPPORT: 0860 122 436 (Office Hours)

If your vehicle has been fitted with a Netstar stolen vehicle recovery device, testing of the unit should be done regularly by contacting Netstar Customer Support on the above number.

PROCEDURE IN THE EVENT OF THEFT OR HIJACK

In the unfortunate event of theft or hijack, immediately notify Netstar on the emergency contact number provided above. You are also required to immediately notify the SA Police Services, KINTO Protect or your own Insurance Company (whichever is applicable) and KINTO SA.

CROSS BORDER PERMISSION AND VISITS TO NEIGHBOURING COUNTRIES

KINTO OPERATIONS: Telephone 011 809 3800

Email operations@kinto-mobility.co.za

If you intend to travel outside the borders of South Africa, please contact KINTO SA at least 48 hours in advance in order to obtain a copy of the vehicle registration papers and a letter authorising your cross-border journey.

To issue you with this authorisation, please provide us with your travel details such as countries being visited, dates of visit, driver details, copy of ID / Passport and driver's license. If you do not have KINTO Protect included in your contract, in addition to the above, we require copies of confirmation of insurance cover for these countries. It is advisable to check if the countries being visited require any additional insurance cover such as 3rd party.

Note that should you have an accident whilst travelling outside South Africa, you will be liable for the costs to return the vehicle to within the South African border. Once in South Africa, you will be able start your insurance claim process.

MY LEXUS APP

As a KINTO Customer, through the MyLexus App, you have access to a number of value adding services such as being able to book a service, request roadside assistance, obtain log books, apply for license renewals, access your vehicle details, various connected options and more. Download the App from Google Play or the App Store to enjoy these benefits.

USE OF THE KINTO ONE VEHICLE

Use of the KINTO One vehicle should be in line with the duration and monthly kilometres as stipulated in the Schedule to the Master Agreement. Should you travel in excess of the stipulated monthly kilometres, please kindly request a reassessment quotation from operations@kinto-mobility.co.za to increase your average monthly kilometre allowance accordingly.

ANNUAL LICENCE RENEWAL

The initial licence and registration process is completed by the Dealer before the vehicle is handed over to you however it is your responsibility to pay for all subsequent annual licence renewals. Driving a vehicle with an expired licence disc can lead to several legal consequences for you. There are convenient ways to renew your vehicle licence such as the NaTIS online portal <https://online.natis.gov.za/#/>. Please also refer to their FAQs for additional information.

RETURN OF THE KINTO ONE VEHICLE AT THE END OF THE CONTRACT

The vehicle should be returned to the original Lexus Dealer or, if this is not convenient for you, the vehicle may be returned to your preferred Lexus Dealer. Please kindly notify usedvehicles@kinto-mobility.co.za which Lexus Dealer you will hand the vehicle back to so that we can guide you with the necessary arrangements. Please note that on the day the vehicle is handed back, an inspection of the vehicle should be done in your presence and the inspection document should be signed by the Lexus Pre-Owned representative and yourself. Remember to hand back all accessories and equipment such as spare key, spare wheel, tools, jack, service book, etc. The vehicle should be handed back in a Fair Wear and Tear condition and within the contract kilometre allowance (please refer to the Fair Wear and Tear Guide for further information.)

KINTO SA CONTACT DETAILS

Telephone: 011 809 3800

Website: www.lexus.co.za/kinto

Physical Address: Stand 1,

Wesco Park, Pretoria Road, Sandton, 2146

Postal Address: P. O. Box 481, Bergvlei, 2012

CREDIT APPLICATIONS:

Email: applications@kinto-mobility.co.za

SALES SUPPORT:

Email: sales@kinto-mobility.co.za

ACCOUNTS & FINANCE QUERIES:

Email: finance@kinto-mobility.co.za

OPERATIONAL ADMIN QUERIES:

Email: operations@kinto-mobility.co.za