



WE DRIVE FIRST CLASS

Customer Service Centres

Mitsubishi

241 Alexandra Road S(159931)

Tel: 6470 8688

209 Pandan Gardens S(609339)

Tel: 6568 4555

330 Ubi Road 3 S(408650)

Tel: 6746 1000

Kia

241 Alexandra Road S(159931)

Tel: 6427 8800

209 Pandan Gardens S(609339)

Tel: 6568 4555

330 Ubi Road 3 S(408650)

Tel: 6746 1000

CITROËN

20 Leng Kee Road S(159094)

Tel: 6470 8600

Customer Assistance Centre

239 Alexandra Road S(159930)

Tel: 6471 911

Email: CustomerAssistanceCentre@cyclecarriage.com.sg

Operating Hours:

Monday - Friday: 8.30am to 7.00pm

Saturday: 8.30am to 1.00pm

Sunday & Public Holiday: Closed

Printed in August 2015

CYCLE & CARRIAGE PICK-UP & DELIVERY SERVICE



WE DRIVE FIRST CLASS

Servicing Your Car Starts Right at Your Doorstep

We understand time is important to you, especially so with your busy schedules. That's why we have introduced the Cycle & Carriage Pick-up & Delivery Service (PKD), so you will not need to spend time away from more important matters on hand. Let us collect, service and return your vehicle to where you are for a hassle-free experience.

Simply opt for the PKD service when you book a service appointment via our online Centralised Booking System (CBS) at <http://www.cyclecarriage.com.sg/servicing>. You will have the option to choose either a one-way, or two-way trip.

The PKD Service Crew will contact you 1 day before the appointment to confirm the pick-up and drop-off locations of your vehicle.

No. of Trips*	Nominal Fee (cost to cost)	Subsidised Package Fee
1	\$48	-
4	\$192	\$182

Price is inclusive of 7% GST and prevailing ERP charges. Any car park charges incurred will be borne by you. Cycle & Carriage reserves the right to change the price without prior notice.

*One trip is equivalent to either a collection or a return service.

Important Things to Note:

1. You should not opt for the PKD if your vehicle exhibits any unusual behaviour such as anomalous noises or vibrations, pulling to one side or intermittent advisory warning light issues. These are signs that you should be present during the test drive with our Service Advisor/Technician so that we can have a fuller understanding of your concerns and provide a more accurate diagnosis of the problem encountered.
2. You should also not opt for the PKD if you are having any grooming services done. This is to avoid any dispute regarding the standard of the grooming services rendered as adverse traffic or weather conditions or other factors beyond our control occurring in the course of delivering your vehicle back to you may affect the cleanliness and condition of your vehicle after it has been groomed.
3. Please remove all valuables from your vehicle as Cycle & Carriage will not be responsible for any missing items in the course of the PKD service.

Terms and Conditions:

1. The undersigned customer authorises Cycle & Carriage Automotive Pte Ltd (CCA)/Cycle & Carriage Kia Pte Ltd (CCK)/Cycle & Carriage France Pte Ltd (CCF) to collect and drive the customer's car to any of the authorised Cycle and Carriage Service Centres for service, maintenance and repair or replacement work. The Cycle & Carriage Pick-up & Delivery Service (the "PKD") cannot be used if the vehicle is being sent for any grooming services, has any dangerous known faults or displays behaviour that is out of the ordinary such as anomalous noises or vibrations, pulling to one side, jerkiness or intermittent advisory warning light issues. CCA/CCK/CCF reserves the right to refuse collection for any reason.
2. The customer must be present in person at the collection and drop-off locations, which must be within Singapore. After completion of the works, CCA/CCK/CCF's authorised driver or any other person duly appointed by CCA/CCK/CCF may drive the customer's car from the service centre to the drop-off location indicated by the customer in the PKD form, or as otherwise advised by the customer. The customer must give CCA/CCK/CCF at least one (1) day's notice of any change in the collection or drop-off location of the vehicle. CCA/CCK/CCF cannot guarantee return times but will endeavour to return the vehicle by the estimated time. CCA/CCK/CCF shall not be liable for any delays in the collection or return of the vehicle, whether attributable to a change in collection or drop-off location, adverse traffic or weather conditions or any other reason.
3. The vehicle must have sufficient fuel (at least ¼ tank) to complete a round trip. If our PKD driver is of the view that the vehicle does not have sufficient fuel, the PKD driver shall have the discretion to refuel the vehicle with any brand of fuel he deems fit, the costs of which shall be borne by the customer. Should the vehicle break down during the journey to our service centre, whether as a result of insufficient fuel or otherwise, tow, recovery and refuelling charges will be borne by the customer.
4. The PKD shall be available to the customer for a period of three (03) years effective from the date of purchase of the PKD or date of delivery of the vehicle (if PKD credits are included in the new vehicle purchase package).
5. The PKD is strictly non-refundable, non-transferable and not exchangeable for other services. In the event of a change of ownership of the vehicle, CCA/CCK/CCF reserves the rights to, at its sole discretion, decide if the PKD is transferable to the new owner provided that the customer has promptly informed CCA/CCK/CCF in writing of the change of ownership.
6. The PKD does not include costs and charges incurred for service, maintenance and repair or replacement work performed on the vehicle. These shall be charged to and will be payable by the customer separately.
7. The PKD fee (if applicable) and costs of the service, maintenance and repair or replacement work must be fully paid by the customer prior to the return of the vehicle to the customer.
8. Any remedy the customer may have against CCA/CCK/CCF or any compensation the customer is entitled to in respect of any damage to his/her vehicle arising during the course of the PKD shall be limited solely to reasonable repair costs. CCA/CCK/CCF shall not be liable for any other loss, damage, costs, expenses or other claims suffered by the customer or any third party, whether direct or indirect, special, incidental or consequential, which may arise by reason of any incident or accident involving the customer's vehicle during the course of the PKD, insofar as the law permits. The customer shall indemnify and hold CCA/CCK/CCF harmless from any action, claims or demands, which may be made by any person in respect of the matters aforesaid.
9. Any valuables and contents (eg. sun-glasses, cashcard, coin box, parking coupons, etc) left in the customer's vehicle is at the customer's own risk. CCA/CCK/CCF shall not be liable for any damage, loss or theft thereof.
10. CCA/CCK/CCF reserves the right to amend these terms and conditions at any time and the customer will be notified accordingly.
11. These terms and conditions shall be governed by and construed in accordance with the laws of Singapore and the parties agree to submit to the non-exclusive jurisdiction of the Singapore courts.