



## Terms and Conditions - 5 Years Free Servicing

The following terms and conditions apply to the BYD 5 Years Free Servicing.

### 1. Promoter

The promoter of the servicing offer described in these terms and conditions ("Offer") is BYD UK

### 2. Eligibility

This offer is only available on the following models: BYD DOLPHIN SURF, BYD DOLPHIN and BYD ATTO 3. All other models are excluded from this offer.

The Offer is only open to private retail customers who are legal residents of the UK and at least 18 years old when taking advantage of the Offer ("Eligible Customer").

The Offer is not open to business customers, employees, contractors, and other representatives of BYD or BYD retailers or service partners, their families and households, or anyone else professionally involved or associated with the Offer.

### 3. Qualifying Purchases

The Offer is only available on brand-new BYD models ordered from a participating BYD Retailer between 4th August 2025 and 30th September 2025, and registered by 31st December 2025 ("Qualifying Purchase").

The following exclusions apply to this Offer:

Purchases made through a discount scheme or arrangement (such as Motability or an employee scheme) or are excluded from the Offer; and

Vehicles financed through Personal Contract Hire or Business Contract Hire are excluded from the Offer.

There is no limit on the number of times an Eligible Customer can use the Offer. For example, if an Eligible Customer makes multiple Qualifying Purchases. In that case, the Eligible Customer will be entitled to benefit from the Offer for each Qualifying Purchase, subject to these terms and conditions.

All vehicles are subject to availability.

### 4. Details of the Offer

Eligible Customers who make a Qualifying Purchase will be entitled to

- 2 routine manufacturer services for the purchased EV models (at 48 months or 40,000 miles, whichever comes first)
- elements set out in the Owners Handbook for the relevant vehicle (each a "Service").

The Service can be completed by any authorised BYD retailer or service partner, and does not have to be completed at the retailer where the Qualifying purchase was made.

Each Service is limited to the service elements, labour and parts expressly set out in the Owners Handbook for the relevant vehicle. Any additional labour and parts that may be required will be subject to additional charges. This may apply, for example, where the Service identifies other maintenance work that may be required or recommended. The cost of any additional labour and/or parts will be agreed with you in advance.

An authorised BYD retailer or service partner must conduct each Service.

Each Service must be conducted in accordance with the recommended service intervals applicable to the relevant vehicle, as specified in the vehicle's user manual. You are solely responsible for making yourself aware of the applicable service intervals. No reminders will be sent.

For EV models, the first service must be completed within 2 years of the vehicle's registration date or, if earlier, before the vehicle reaches 20,000 miles. If the service is not completed within this period, the right to free servicing will be forfeited.

If these times or mileage limits are exceeded, the free servicing benefit will no longer apply. Service appointments are subject to availability

The Offer and the benefits provided by the Offer are non-transferable, non-refundable and non-exchangeable (in whole or in part) and no cash alternative is available. In particular, only the Eligible Customer who made the original Qualifying Purchase can use the Offer and the benefits of the Offer cannot be transferred to subsequent registered owners of the vehicle or to any other vehicle.

Where a vehicle has been purchased using finance, the Eligible Customer must be up to date on all finance payments when the Service is booked.

The Offer cannot be used in conjunction with any other offer, promotion or discount unless otherwise expressly stated

### 5. Liability

1. Nothing in these terms and conditions limits or excludes any person's liability for death or personal injury caused by their negligence, or for fraud or for any other matter for which liability cannot be limited or excluded under applicable law. In particular, consumers have legal rights in relation to products that are faulty or not as described and services which are not performed with reasonable care and skill and these legal rights are in addition to and are not affected in any way by anything contained in these terms and conditions.

2. Subject to the above paragraph, BYD and its associated companies and agents and any other third parties connected with the Offer shall not be responsible for (and shall have no liability in connection with):  
any loss or damage caused by any person who is not acting on their behalf or under their direct instructions;  
any loss or damage resulting from the Eligible Customer taking up and using any third-party product or service;  
any loss or damage caused by any event or circumstance beyond their reasonable control;  
any business losses, including loss of profits or revenue, loss of anticipated savings;  
loss of goodwill.