

# WELL DONE!

You're now part of *The Unlimited family*  
where nothing is ever too good to be true.



## MEMBERSHIP AGREEMENT

*Oh dear! Even we need  
the fine print.*

**THE UNLIMITED FAMILY MEMBERSHIP AGREEMENT  
AUTO PRESTIGE**

**1. WHO IS PART OF THE UNLIMITED FAMILY AGREEMENT?**

- 1.1. You  
**AND**
- 1.2. Us, The Unlimited Group (Pty) Limited. We bring you the benefits with our partners  
**AND**
- 1.3. Collision Management Centre (Pty) Ltd t/a CMC 2008/014836/07 who will administer the services in respect of the auto maintenance and restoration plan (the **Administrator**)  
**AND**
- 1.4. By making payment of your monthly fee, you:
  - i. agree and want to be a party to this membership agreement;
  - ii. allow us to fulfil on our obligations to you in terms of this agreement. To allow us to do this, you agree that we can share your information with our partners, business associates, agents, representatives and other relevant third parties; and
  - iii. agree that we can market other products and services to you, share market innovations with you and you consent that we can submit your information to credit institutions (including credit bureaus) to update, process and monitor your information to guide us in making decisions about product development and suitability of offering, affordability, market conduct and activities related to our business and providing goods and services to you.
- 1.5. You must be under the age of 65 to enter into this membership agreement. The membership agreement will end when you turn 70.

**2. WHAT BENEFITS DO YOU GET AND WHEN CAN YOU USE THEM?**

- 2.1. For your monthly membership fee, you get the following benefits:
  - i. motor vehicle maintenance and restoration plan (see clause 3 below); and
  - ii. from time to time, we negotiate rates and terms with other service providers (including our insurers) on your behalf and arrange additional benefits for you. Any additional benefits (including insurance cover or other services) will form an addendum to this membership agreement.
- 2.2. Your use of the benefits (and any additional benefits) is subject to the terms of this agreement and any schedules, amendments and endorsements.
- 2.3. We need to successfully collect two consecutive monthly fee payments (2 in a row) before you can use the benefits (the **suspensive period**). If you change your car (for example, if you sell your car and buy a new one) you will need to call us to update your vehicle details and the suspensive period will re-apply.

**3. WHAT MOTOR VEHICLE MAINTENANCE AND RESTORATION SERVICES HAVE YOU GOT AND WHEN CAN YOU USE THEM?**

- 3.1. Your maintenance and restoration plan includes the following benefits and services:

**3.1.1. Maintenance and Restoration Plan**

You have the benefit of maintenance and restoration services worth up to a maximum of R3 000 (three thousand Rand) including VAT, every 90 (ninety) days, calculated from when we receive your first successful payment (the **Start Date**). This amount is for maintenance and restoration services to the motor vehicle (car) which registration number and details you have provided to us. If you do not use the maximum value of R3 000 in the 90-day period, **this amount or the balance, is not carried over** to the next 90-day period. The maximum amount for the next 90 days will start again at R3 000. **Please note that certain maintenance and restoration services are excluded. You can see the exclusions at clause 3.3 (below). As examples, mechanical issues and replacement parts of any nature are excluded.**

### 3.1.2. Type of maintenance and restoration services included on the Maintenance and Restoration Plan

You can use your benefit of up to R3 000 for maintenance and restoration services for both exterior and interior maintenance. If the maintenance and restoration services cost more than R3 000 you will need to pay the balance off before the maintenance and restoration service can be done.

#### 3.1.2.1. Exterior maintenance and restoration services

<b>Light Scratches &amp; Minor Dents</b>	For dents and scratches to the outside of the car. Replacement of a part and/or torn panel repairs are excluded.
<b>Stone Chips</b>	A chipped area if it can be filled and sealed to prevent corrosion.
<b>Wheel Rims and Mag Wheels</b>	Restoration of the vehicle's wheel rims or mag wheels if they sustain scuffs, stone chips or paint defects. Replacement of wheel rims or mag wheels is excluded.

#### 3.1.2.2. Interior maintenance and restoration services

<b>Centre Console, dashboard and door panel (Plastic parts only)</b>	Scratches and scuffs that are less than 150mm (one hundred and fifty millimetres) wide and less than 1mm (one millimetre) deep. Excluding the airbag area.
<b>Gear Lever Boot and Handbrake Boot</b>	Tears or rips to the gear lever and handbrake boot, but only if less than 50mm (fifty millimetres).
<b>Seat Panel</b>	For tears not exceeding 50mm (fifty millimetres) and burn holes not exceeding 10mm (ten millimetres). If the exact fabric is not available, a suitable replacement fabric will be used.
<b>Seat Stitch</b>	Where damage is repairable to seat stitches not exceeding 75mm (seventy-five millimetres).
<b>Roof Lining</b>	Limited to one maintenance or restoration event per maintenance and restoration plan. If the existing roof lining becomes loose or starts to hang, this will only be repaired where possible. Replacement of the roof lining is excluded. The benefit does not apply to convertibles or vehicles with sunroofs.

- 3.1.3. You will be allowed to have maintenance and restoration services done to pre-existing damages (damages your car had before the Start Date) on your first use of the maintenance and restoration plan within the initial 90 days. Any maintenance and restoration services done will be subject to the terms and conditions of this membership Agreement.
- 3.1.4. All maintenance and restoration services are done through our approved panel beaters/repair agents unless you are provided with express pre-authorization by us to use your own panel beater/repair agent.
- 3.1.5. **Please note that this maintenance and restoration plan is not an insurance policy.** It does not indemnify you for damages or losses sustained or suffered; our obligations are limited to the provision of the benefits.

### 3.2. HOW DO YOU ACCESS YOUR MAINTENANCE AND RESTORATION BENEFITS?

- 3.2.1. You must get pre-authorization from us before using the services.
- 3.2.2. The following process will apply to using your benefits:
- Step 1 - Go to the Auto Prestige product page on [www.theunlimited.co.za](http://www.theunlimited.co.za)
  - Step 2 - Complete the online claim form in full and submit.
  - Step 3 - You will receive an automated email with the claims process and you will be requested to visit 2 authorised repair centres to obtain quotations.
  - Step 4 - All claims details must be submitted to the email address provided and once both quotes have been received your claim will be opened and assessed within 48 hours.

3.2.3. If you have any questions or are unable to access the online claim form, our agents will be able to help you **call us on 0861 835 386 before** using the services.

### **3.3. IMPORTANT: WHEN WE WILL NOT PROVIDE YOU WITH THE MAINTENANCE AND RESTORATION SERVICES?**

- 3.3.1. If you do not pay your fee, you will not be able to use the benefits. Please note should you fail to pay your monthly fee; the suspensive period will reinstate on collection of your next fee.
- 3.3.2. If you have committed fraud or have not given us all your correct details (now or when you use a benefit).
- 3.3.3. Any maintenance and restoration services that does not expressly fall within the scope of the maintenance and restoration plan benefits described in clause 3.1 above.
- 3.3.4. Any maintenance and restoration services requiring the replacement of a body panel or part thereof.
- 3.3.5. Repairs and replacement to buckled, cracked, torn panels or broken rim and mag wheels are excluded.
- 3.3.6. Mechanical and/or electrical breakdown and/or breakage and/or tyre damage.
- 3.3.7. Rusting, paintwork or any gradually developing cause, including but not limited to maintenance and restoration services where additional processes are required.
- 3.3.8. Damage to vehicle accessories or modifications including to canopies, car radios, sound equipment or car telephones, stickers or artwork and vehicle branding.
- 3.3.9. Any depreciation in value arising from maintenance or restoration and any maintenance or restoration not authorised by the Administrator.
- 3.3.10. Any maintenance and restoration work outside of South Africa.

### **4. HOW LONG DOES THIS MEMBERSHIP AGREEMENT LAST?**

- 4.1. This membership agreement is month to month. It will renew on the same terms each time we successfully collect the monthly fee.
- 4.2. You can cancel at any time – give us a call so we can assist you and help you make the right decision. There is a cooling off period of 30 days (calculated from the start date) in which you can cancel and receive a refund **BUT ONLY IF** you have not used any of the benefits.
- 4.3. We can change this agreement but we will give you 30 days' notice (warning) before we change any of these conditions. We will send you an SMS, email or letter. If you have a preference about how we communicate with you, let us know.

### **5. FOR COMPLAINTS AND COMPLIANCE**

It is important to us that you are happy with your benefits. If you are unhappy for any reason, please call us on 0861 835 386 and give us a chance to see if we can set things right.