

## LOTUS ELETRE SERVICE PLAN

### GENERAL PRODUCT INFORMATION

This Service Plan is exclusively for the Lotus Eletre, when supplied new from Lotus Technology Innovative Limited, and provided exclusively by Lotus Technology Innovative Limited and its authorised repairers and agents.

This document is designed only to provide a general summary of the Eletre Service Plan to help assist you in making an informed purchase decision. Full terms and conditions are provided in the Eletre Service Plan Policy Document, also available to download at [www.lotuscars.com/enhance](http://www.lotuscars.com/enhance)

The Eletre Service Plan is a simple way to pay the first five years of routine servicing for your new Lotus Eletre in one upfront payment. This payment method offers value for the first 3 services and offers some protection against potential inflation costs for the labour and parts elements of the routine service costs of a Lotus Eletre over the first five years of ownership.

#### This Service Plan is available:

- For all UK residents purchasing a new Lotus Eletre from the direct sales platform on [www.lotuscars.com](http://www.lotuscars.com)
- For a fixed price of £1,749 (for Eletre and Eletre S) or £1,999 (for Eletre R) including VAT, at the point of new car purchase.

#### This Service Plan covers:

- The first 3 routine services (due every 20,000 miles or every two years, whichever comes first) on a new UK-registered Lotus Eletre.
- Services to this schedule carried out according to the manufacturer's schedule by a Lotus Approved Repairer or Lotus Centre within the UK.

#### This Service Plan excludes:

- Items not specifically mentioned in the routine service schedule, and items requiring replacement or repair due to excessive wear and tear, neglect and misuse.

#### The Service Plan stays with the car:

When the vehicle is sold any unused services can be transferred with the car e.g. if you have used 2 of the 3 services that have been paid for under the plan the new owner will benefit from the third service. You should tell our Customer Care team and they will guide you through the correct procedure to transfer any existing balance of your Service Plan to the new owner. There is a £25 administration fee payable to transfer any unused balance of this Service Plan to the new owner. To start the transfer process, contact **Lotus Customer Care** by phone: **03300 948 047**, or by email: [ukcustomer care@eu.lotuscars.com](mailto:ukcustomer care@eu.lotuscars.com)

#### This Service Plan is activated:

When this Service Plan has been purchased, and your new Eletre has been delivered to you, your Eletre will have 3 Service Codes noted against its chassis number within our warranty system. When you visit a Lotus Approved Repairer or Lotus Centre within the UK, simply inform them that you have a live Eletre Service Plan, and your routine service will be invoiced to Lotus Technology Innovative Limited.

#### If I have any questions, who should I contact?

**Lotus Customer Care:**  
**Phone: 03300 948 047**  
**Email: [ukcustomer care@eu.lotuscars.com](mailto:ukcustomer care@eu.lotuscars.com)**

