Service Subscription Information

Terms and Conditions

Pre-contract Information

- Nature of the contract
  The Service Subscription is a direct contract between you and Hyundai Motor UK Limited ("HMUK"). It is not a contract with your Hyundai dealer.
- Automatic renewal
  This Service Subscription renews automatically unless you cancel it. You may cancel at any time.
- Price and payment frequency
  Subscribe myHyundai is available for up to five years from the vehicle registration date. A one-off activation fee is payable, plus a tiered monthly subscription charge based on your expected annual usage.
- Duration and minimum term
  The Service Subscription runs for up to five years from the vehicle's first registration date. The minimum subscription term for optional add-on services (e.g. Hyundai Coffee Club) is three months.
- Right of withdrawal
  You have the right to withdraw from this Agreement within 14 days of receiving confirmation of your Service Subscription, without giving any reason, and to receive a refund of any payments made (less the value of any services already used).
- Cancellation rights
  You can cancel your Service Subscription at any time by notifying HMUK by phone, email, post or via online cancellation form.
- Consequences of cancellation
  Upon cancellation, no further payments will be taken, and you will not be charged beyond the date of termination. Where applicable, you will receive a pro-rata refund of any unused services.
- Our identity and contact details
  Hyundai Motor UK Limited, Birchwood Building, Springfield Drive, Leatherhead, KT22 7LP. Contact on 03443 460 125 or by emailing customer.query@hyundai.co.uk.

Services

- The Service Subscription is a direct contract between you and Hyundai Motor UK Limited ("HMUK"). It is not a contract with your Hyundai dealer.
- The Service Subscription is offered through two Subscribe myHyundai packages:
  - LITE provides you with servicing for the first five years, an annual electric vehicle health check and personalised roadside assistance across the United Kingdom as well as a range of services accessible through the Hyundai Bluelink App. These services include connected routing, live services, over the air software updates, map updates and voice recognition.
  - PLUS includes all of the elements of LITE, as well as European roadside assistance, car key replacement[1], an insurance excess return voucher of up to £250 and Bluelink PLUS
- Subscribe myHyundai is available for up to five years from the vehicle registration date. A one-off activation fee is payable, plus a tiered monthly subscription charge based on your expected annual usage.
- Please note that you will require use of a smartphone in order to activate the Service Subscription.

Right of withdrawal

- If you change your mind about purchasing a Service Subscription for your Hyundai vehicle, you can withdraw from the contract within 14 days of the date on which we send you confirmation of your Service Subscription. Please contact the Hyundai Customer Care Centre on 03443 460 125 or email customer.query@hyundai.co.uk.
- **Please note that if you have used any of the subscription services before you exercise your right of withdrawal, you will be liable for the cost of these services.**

Cancellation

- You can cancel your Service Subscription at any time, by providing notice to us via post, phone, email or by accessing your subscription from within the Manage my Account area of the Service Subscription platform. No refund will be made with respect to any unexpired Service Subscription period. Should you later choose to take out a new Service Subscription, an additional activation fee may apply.
- Upon cancellation, you will not be charged beyond the date of termination, and no further payments will be taken.
- Where applicable, you will receive a pro-rata refund of fees paid for services not yet provided.

Terms and Conditions

- A copy of the terms and conditions for your Service Subscription can be found here.

Contact Details

- You can contact the Hyundai Customer Care Centre at any time with any queries relating to your Service Subscription. They are available by calling 03443 460 125 or by emailing customer.query@hyundai.co.uk.
- In the event of a breakdown, call 0330 159 1593. If you are hard of hearing, text SMS to 07900 444 999. For assistance in Europe, call +44 330 159 1593.
- For Key Assist, call 0330 159 1593.
- For Hyundai Insurance Services, call Hyundai First on 0330 100

[1] Key Assist is not currently available in the Isle of Man, Channel Islands, Republic of Ireland, the Highlands and Islands, or at any UK location north of Aberdeen.

V3-2025-10-01

Service Subscription
Terms and Conditions

1. Definitions

1.1 In these terms and conditions, capitalised terms have the meanings set out below:

Agreement	means the agreement between you and Hyundai Motor UK Limited
Authorised Repairer	means a member of the Hyundai authorised repairer network in the United Kingdom, Switzerland or any member State of the European Economic Area
Manufacturer	means Hyundai Motor Company
Services	means any or all of the services appropriate to the Service Subscription Package selected by you
Vehicle	means the Hyundai vehicle covered by this Service Subscription

2. Subscribe myHyundai LITE

2.1 Subscribe myHyundai LITE provides you with the Services listed below:

- Inclusive Servicing. We will carry out the Manufacturer recommended service on your Vehicle in each of years 1-5 from the date of Vehicle registration, up to the maximum permitted mileage included within your tiered subscription. If the monthly Vehicle mileage exceeds the permitted mileage, you must upgrade your Subscription Service. This may be done either online or by calling the Hyundai Customer Care Centre. An additional fee may be payable based on the actual Vehicle mileage.
- Annual Electric Vehicle Health Check. Our annual health check involves a full 25-point check of your Vehicle, including everything from the air conditioning system to the washer fluid, tyre pressure and battery charge to the internal instruments and controls.
- Personalised Roadside Assistance. 24 hour roadside assistance anywhere in the UK or Channel Islands with onward travel cover to get you home if your car cannot be fixed at the roadside.
- Accessories Discount Voucher. Save up to £100 on Hyundai Genuine Accessories and personalise your vehicle with a wide selection of products that are expertly designed, tested, and approved to fit perfectly. Enjoy £30 off when you spend £200, £60 off when you spend £300, or £100 off when you spend £400.

3. Subscribe myHyundai PLUS

3.1 Subscribe myHyundai PLUS provides you with all of the benefits of Subscribe myHyundai LITE, plus each of the additional Services listed below:

- European Roadside Assistance. Access to over 40,000 repairers and recovery operators in 44 countries across Europe. You will be covered you from the moment you leave home to the moment you get back, including alternative accommodation and travel arrangements, plus recovery of your vehicle back to the UK.
- Car Key Replacement. If your car key is lost or stolen, we will replace it free of charge, up to a maximum of one replacement key in any 12 month period.
- £250 Excess Return Voucher. In the event that you have an insurance claim following an accident, we will pay up to £250 cash back towards any policy excess paid by you.
- Bluelink PLUS which Includes Connected Routing, smart EV Route Planner / EV POI and vehicle system Over-the-air updates, LIVE Services and access to all Remote Services within Bluelink app, including remote climate control for electric vehicles.

4. Optional Bolt-on Services

Hyundai Coffee Club powered by Tastecard. Coffee and Pizza discounts, dining deals and entertainment savings are available for new and existing Subscribe MyHyundai customers.

5. Services

5.1 To obtain the Services provided through Subscribe myHyundai, you will need to download the Hyundai Bluelink App from the Apple App Store or Google Play Store, open it on your smartphone and accept the terms and conditions. You can view these here. You can then simply follow the instructions on the screen.
Please note that the Service Subscription is not available without smartphone access.
Where a vehicle is not covered by an existing complimentary Bluelink Plus provision or is subject to a separate Bluelink Plus subscription, activation of the Bluelink Plus service provided as part of the Subscribe myHyundai Plus package may take up to four (4) business days from the date of subscription.

5.2 To obtain the Inclusive Servicing or Annual Electric Vehicle Health Check included with Subscribe myHyundai, you may take the Vehicle to any Authorised Repairer, which will provide the Services in respect of the Vehicle. The Services will be provided free of additional charge to you by any Authorised Repairer.

5.3 Personalised Roadside Assistance and European Roadside Assistance are provided by The Automobile Association.
The details of the benefits of Personalised Roadside Assistance and European Roadside Assistance above are high level only. For precise details of cover and a full set of terms and conditions, please contact the Hyundai Customer Care Centre on 0800 981 981 or email customer.query@hyundai.co.uk. Alternately, you can view these here and here. HMUK reserves the right to change the provider of these Services at any time.

5.4 For assistance in the event of a breakdown, call 0330 159 1593. If you are hard of hearing, text SMS to 07900 444 999. For assistance in Europe, call +44 330 159 1593. Please have the following information ready:

(a) Vehicle registration number
(b) Model and colour of Vehicle
(c) Your location
(d) A contact telephone number if at all possible
(e) The nature of your breakdown

5.5 Hyundai Accessories Discount Voucher terms and conditions.

5.5.1 This "**Offer**" is to receive a voucher entitling the recipient up to £100 off any accessories supplied by Mobis through the approved HMUK retailer network (the "**Voucher**") and is run by Hyundai Motor UK Ltd ("**HMUK**"), with company registration number 05446560. Voucher terms and conditions apply.
Eligibility criteria:

(a) You sign up to Subscribe myHyundai.

(b) You must be over the age of 18 in the United Kingdom.

(c) You must redeem the Voucher via the Subscribe myHyundai customer portal.

5.5.2 Verifying your eligibility
If you meet the eligibility criteria for the Offer, the Voucher will be emailed to you, subject to stocks lasting. You have up to six (6) months from the date that the Voucher is provided to you to use it.

5.5.3 Data Protection and Information
By taking part in this Offer, you consent to HMUK receiving and sharing your personal data with Mobis Parts Europe NV (BR008194), as required for the purposes of providing this Offer to you.
We agree that we will use any personal data in accordance with our Privacy Policy, which is available on our website at https://www.hyundai.com/uk/en/privacy-policy.html

5.5.4 General
In the event of any dispute regarding any aspect of the Offer, HMUK's decision will be final, binding, and not subject to review or appeal.
We reserve the right to remove or amend this Offer or these terms at any time without prior notice. Notice of any changes will be provided to you.
These terms are governed by the laws of England and Wales and subject to the exclusive jurisdiction of the Courts of England and Wales.

5.6 Car Key Replacement is provided by The Automobile Association. Precise details of cover and a full set of terms and conditions are available here. Alternatively, please contact the Hyundai Customer Care Centre on 0800 981 981 or email customer.query@hyundai.co.uk. HMUK reserves the right to change the provider of this Service at any time.

5.7 The £250 Excess Return Voucher is provided by Car Care Plan Ltd. If your Hyundai is involved in an accident, call Hyundai First on 0330 100 3124. Precise details of cover and a full set of terms and conditions are available here. Should you require a printed copy, please contact the Hyundai Customer Care Centre on 0800 981 981 or email customer.query@hyundai.co.uk. HMUK reserves the right to change the provider of this Service at any time.

5.8 Hyundai Coffee Club is provided by Taste Marketing Ltd. Upon sign up and payment of the membership fee, you will gain access to discounts, savings and deals through a redemption voucher. Details of the sign-up process and content are available here. The minimum subscription term for Hyundai Coffee Club is 3 months, commencing from the date the redemption voucher is issued. HMUK reserves the right to withdraw and/or change the provider of this Service at any time.

6. Price and Payment

6.1 Subscribe myHyundai is available for up to five years from the vehicle registration date. A one-off activation fee is payable, plus a tiered monthly subscription charge based on your expected annual usage.

6.2 You agree to pay the price of your selected Service Subscription Package by monthly direct debit to HMUK.

6.3 In the event of any monthly payment being overdue for whatever reason then interest will be due and payable at the rate of 4% above the base rate for the time being in force of HSBC Bank PLC on the amount of such payment from the due date until the date on which payment in full is received in cleared funds by HMUK.

6.4 During such time as any monthly payment due is overdue for payment (for whatever reason) all obligations of HMUK under this Agreement shall be suspended and you shall not be entitled to obtain the Services appropriate to your selected Service Subscription package.

7. Right of Withdrawal

7.1 You have the right to change your mind and withdraw from this Agreement within 14 days without giving any reasons, and to receive a refund of any payment made.

7.2 The withdrawal period will expire 14 days from the day on which we send you confirmation of your Service Subscription.

7.3 You can exercise the right of withdrawal by contacting HMUK by the following means:

(a) email to customer.query@hyundai.co.uk; or

(b) by post to Hyundai Motor UK Customer Experience Team, Birchwood, Springfield Drive, Leatherhead, KT22 7LP; or

(c) by calling the Hyundai Customer Care Team on 03443 460 125.

(d) by accessing your subscription from within the Manage my Account area of the Service Subscription platform.

7.4 To meet the withdrawal deadline, it is sufficient if you send your communication exercising the right of withdrawal before the withdrawal period has expired.

7.5 If you withdraw from this Agreement, HMUK will reimburse all payments received without undue delay and in any event not later than 14 days from the day on which HMUK is informed about your decision to withdraw from this Agreement.
Please note that if you have used any of the subscription services before you exercise your right of withdrawal, you will be liable for the costs of these services, which may be deducted prior to any reimbursement being made. HMUK will carry out any reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, HMUK will not incur any fees as a result of such reimbursement.

8. Termination

8.1 You may terminate this Agreement at any time. No refund will be made with respect to any unexpired Service Subscription period. Should you later choose to take out a new Service Subscription, an additional activation fee will apply.

8.2 HMUK may terminate this Agreement on 30 days' notice where:

(a) you exceed the monthly allowable mileage package over two consecutive months and do not upgrade to a higher specified mileage package following notification by HMUK; or

(b) you exceed the highest allowable mileage package and do not cancel your subscription following notification by HMUK.

8.3 HMUK may terminate this Agreement with immediate effect where:

(a) you fail to make payment as and when this is due; or

(b) you breach any of these terms and fail to remedy such breach (if this is possible) within a reasonable period; or

(c) your behaviour results in HMUK or any of its Authorised Repairers refusing to carry out servicing work.

8.4 HMUK may terminate this Agreement on reasonable notice for any reason other than those set out in clauses 8.2 and 8.3.

8.5 If not terminated sooner in accordance with this clause 8, this Agreement will automatically terminate on or following the fifth anniversary of the vehicle's first registration as notified to you by HMUK.

9. Notices

9.1 Any notices required to be served under this Agreement may be provided in writing, by email, or through any digital method we specify.

9.2 If the notice is delivered in person, by email or other digital method, the notice shall be deemed served on the date of delivery. If delivered by first class pre-paid special delivery post, the notice shall be deemed delivered on the first business day following the date of posting.

9.3 Reminder Notices

9.3.1 We will provide you with reminder notices, before the end of any free trial or introductory period and at least every 6 months during your subscription, or prior to any renewal for a period of 12 months or more.

9.3.2 Each reminder notice will clearly state the date that your next payment is due, the amount payable, your right to cancel and how to do so before any renewal takes effect.

10. Assignment

10.1 This Agreement is personal to you.

10.2 HMUK may transfer or assign any of its rights or obligations under this Agreement to any third party without your consent, but shall notify you within 14 days thereof if it does so.

10.3 A person who is not a party to this Agreement has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this Agreement (but this does not affect any right or remedy of a third party which exists or is available apart from that Act).

11. Force Majeure

11.1 HMUK shall not be liable to you for any failure by an Authorised Repairer to provide or any delay in providing any Services where such failure or delay is due to or substantially a result of any circumstance outside the reasonable control of that Authorised Repairer (including, without prejudice to the generality of the foregoing, industrial action, shortage of spare parts, governmental regulation, or fire, flood or other act of God).

12. Jurisdiction and Applicable Law

12.1 This Agreement is subject to the laws of England and both you and HMUK submit to the jurisdiction of the English Courts.

Hyundai Motor UK Ltd
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