

## ***‘Love It or Leave It’***

### **INEOS Grenadier Range Offer Terms & Conditions**

1<sup>st</sup> July 2025

#### **PROGRAM ELIGIBILITY**

##### **Program Intent**

The Love It or Leave It program is designed to give you added peace of mind, offering extra time to experience your new vehicle and ensure it meets your expectations. It's designed for personal use and not intended for short-term rental, commercial purposes or extended test driving.

##### **Eligible Customers:**

This offer is available to Australian residents who:

- Hold a valid Australian driving licence; and
- Are purchasing a new vehicle either online from INEOS Automotive Australia (PTY) Limited ("INEOS"), or from an INEOS Retail Partner.

##### **Eligible Vehicles:**

- Full INEOS Grenadier range, including station wagon, pick-up and cab-chassis purchased and delivered from 1<sup>st</sup> July 2025 until program concluded by INEOS.
- Applicable to brand new vehicles only. Not demonstrators or other used vehicles.

##### **Offer Exclusions:**

- This offer does not apply to Licensed Motor Car Traders, rental companies, fleet buyers, fleet management organisations or corporate fleets.
- Individual/sole trader ABN holders who are the end user of the vehicle are eligible subject to approval by INEOS.
- Unless an exception is granted by INEOS, each eligible customer may participate in the program once, with repeat participation across multiple vehicle purchases not permitted.

#### **PROGRAM AGREEMENT**

##### **Agreement Form**

- A 'Love It Or Leave It' Program Acknowledgement Form is to be completed and signed by the customer and the retailer with basic customer, vehicle and purchase price information.
- The retailer must then submit the Program Acknowledgement Form, along with the Contract of Sale to [customer.service.anz@ineos.com](mailto:customer.service.anz@ineos.com) for eligibility review.
- The Program Value amount submitted must not exceed the MSRP of the vehicle and OEM accessories.
- INEOS will provide a response within two business days, including a confirmation of approval to both retailer and customer where applicable.



## **VEHICLE RETURNS**

### **The Return Period:**

Approved purchasers can return the vehicle anytime within **six months** of new vehicle registration date if it does not meet their expectations. The commencement and conclusion dates will be specified on the Program Acknowledgement Form.

### **Return Conditions:**

To qualify for a return, the following applies:

1. The vehicle hasn't been driven more than **15,000 km** during the Return Period.
2. The vehicle is in its original condition (Customers will need to complete a Vehicle Condition Report), accounting for fair wear and tear. Any repairs and maintenance must be performed by an authorised INEOS Retail Partner prior to return (with proof provided).
3. No modifications or alterations are present on the vehicle, with the exception of OEM approved accessories. Minor elements such as tint or coating are subject to approval by INEOS. Acceptance of the vehicle return and calculation of any deductions are subject to this inspection and INEOS' final acceptance of the Condition Report.
4. The vehicle must not be used for commercial hire, rideshare, courier, delivery services, or motorsport during the Return Period unless approved in writing by INEOS. Failure to disclose such use may void eligibility.
5. The vehicle is free of any third-party claims, including finance-related charges.
6. INEOS reserves the right to decline a return if there is evidence of intentional abuse, misuse, or use inconsistent with normal private ownership.

### **Vehicle Return Process:**

1. **Contact INEOS:**  
To initiate the return, contact INEOS by 3pm on the last day of the Return Period via email on [customer.service.anz@ineos.com](mailto:customer.service.anz@ineos.com).
2. **Vehicle Return Time:**  
INEOS will arrange a convenient time for you to return the vehicle to an INEOS Retail Partner.
3. **Bring these items:**  
Provide all items received at delivery or collection, including:
  - All keys, manuals and service history
  - Any eligible included accessories and documents received at delivery
  - Proof that the vehicle is released from any encumbrance
  - Original itemised Contract of Sale
4. **Personal Items:**  
Ensure you've removed all belongings and deleted personal data from the vehicle systems. INEOS is not responsible for any personal items remaining in a returned vehicle.

## **REFUNDS AND FINANCE**

### **Refund Process:**

If all return conditions are met, INEOS will refund the agreed vehicle purchase value per contract of sale/final invoice value minus:



1. Non-genuine accessories (except Norweld Tray – Tray only, excludes canopies or other Norweld options);
2. On-Road Charges (Dealer delivery, stamp duty, CTP, registration, plate fee or any other statutory charges);
3. Any trade-in value adjustments or negative equity adjustments;
4. A usage charge of **\$1,500 per full or part 1,000km** driven, up to a maximum of \$22,500 and 15,000km, provided the vehicle is in an acceptable returnable condition.

### Buy Back Calculation Example:

- *Total Purchase Price:* **\$118,000 including on-road costs**
  - Less on-road costs - \$7,000
  - Less 6,000km usage - \$9,000
  - Assume no damage - \$0
- *Buy-back Sub Total* **\$102,000**
  - Plus refund of finance  
Early termination fee + \$1,500
- *Final Buy-Back amount* **\$103,500**

### Note:

- INEOS may deduct reasonable costs for repairs or cleaning, based on the Condition Report.
- INEOS will refund directly to the credit card, payment card or bank account used to purchase the vehicle. Customers must be available for verbal confirmation of bank account details.
- Refunds may take up to ten business days after INEOS has confirmed approval of settlement amount.

### Finance Agreements:

If the vehicle was purchased using a Finance Provider, customers must;

1. Contact the Finance Provider to cancel the agreement and obtain the early payout figure.
2. Pay the provider the difference between the buy-back amount that INEOS states and the early payout figure as stated by the Finance Provider.
3. After the Finance Provider has been paid, customers must request the final payout figure and supply this to INEOS, who will then re-pay the remaining balance to the Finance Provider (subject to their agreement and with proof of the payout figure).
4. INEOS will refund the agreed amount **and up to \$1,500** towards the cost of any applicable early payout figure from the Finance company.
5. The customer remains solely responsible for any shortfall between the buy-back amount and their finance payout figure, and INEOS will not be liable for any residual liabilities with the Finance Provider.

### ADDITIONAL NOTES

#### Insurance Coverage:

It is recommended that you have comprehensive insurance coverage, as any vehicle deemed by INEOS to have sustained significant crash damage may not be eligible.



The vehicle must remain fully insured until returned, with proof of no claims if requested.

**Tickets and Fines:**

Any tickets or fines during the Return Period must be resolved before returning the vehicle (with proof provided).

**Sales Contract:**

This offer is subject to the vehicle contract of sale signed by the Customer.

**Events outside of our control:**

INEOS is not responsible for any delays or inability to fulfil obligations under this program caused by events beyond its reasonable control, including natural disasters, strikes, supply chain issues, or system outages.

**Liability:**

To the extent permitted by law, INEOS, its parent, associated or affiliated companies shall not be liable for any indirect or consequential losses arising from participation in this program. Any disputes regarding eligibility, condition assessment, or refund amount will be resolved in good faith through INEOS' customer service process.

**Right to withdraw:**

INEOS reserves the right to modify or discontinue this program at any time for future purchases. Existing approved Program Agreements will be honoured in accordance with their terms.

**QUESTIONS:**

We're here to help. Contact [customer.service.anz@ineos.com](mailto:customer.service.anz@ineos.com) for any queries around details of the Love It or Leave It program.

