

Website Terms & Conditions

(effective 01 July 2021)

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6. Unless expressly stated otherwise, opinions given on this Website are those of the individuals making them, and not those of MVD: MVD is not responsible for such opinions or any claims resulting from them.
7. To the extent permitted in law, MVD accepts no liability for any loss or damage which may be suffered by other parties as a direct or indirect result of using this Website (including loss of profit, loss of opportunity, loss of business, and consequential loss).
8. To the extent permitted in law, MVD accepts no responsibility or liability for any material communicated by third parties via the Website.
9. Subject to the above, those gaining access to this Website are authorised to make use of the Website for any lawful purposes. The following is a non-exclusive list of uses which are expressly prohibited:
 - 9.1. using the Website to commit or encourage unlawful acts, including unlawful copying of copyright material;
 - 9.2. misrepresenting the user's identity or authority
 - 9.3. distributing any type of virus or other device intended to cause nuisance, loss or corruption of any information on the Website or accessed through it, or of any systems used to operate the Website or any systems accessed through it;

- 9.4. tampering with communications which are not the user's, or making any alteration to any information on the Website;
- 9.5. accessing or attempting to access other parties' user accounts
- 9.6. hacking or attempting to hack any part of the Website, or any system used to run it, or any system accessed through the Website;
- 9.7. storing personal data derived from the Website;
- 9.8. posting material which
 - 9.8.1. infringes intellectual property rights;
 - 9.8.2. defames or threatens other people or organisations;
 - 9.8.3. is offensive, obscene or hateful, or which other users of the Website are likely to consider offensive, obscene or hateful.
10. MVD collects e-mail addresses and other contact details, together with any comments provided voluntarily via this Website. MVD also collects information on what pages are visited. This information is used to improve the content of the Website and to make contact for marketing purposes and for the supply of information. Also refer to S18 & Privacy policy
11. These terms are governed by South African law, and the parties agree to the jurisdiction of the South Gauteng High Court
12. If any of these terms is found to be illegal or unenforceable by a court of competent jurisdiction, the term(s) in question will be severed; but the remaining terms will continue in force
13. Service bookings
 - 13.1 Option 1: for customer using vin.

All quotes are subject to change once the information has been verified.

In order to provide you with accurate quotes for your vehicles' needs, we rely on the on the information you have provided to us. Please ensure all the information is accurate and true as this will affect the outcome of this quote.

13.2 Option 2: answering yes that their car is under plan.

Quotes are subject to change once the information has been verified.

Should you not have an existing plan on your car, we may update or amend our initial quote provided to you in order to provide you with the best pricing options for your Renaults servicing needs and requirements.

Drivers Club Loyalty Bot Terms and Conditions

(effective 01 July 2021)

This Agreement is between us, Motus Vehicle Distributor (Pty) Limited, and you, as a Renault owner. It covers your participation in our Loyalty Program.

By participating in our Loyalty Program, you agree to the terms set out in this Agreement.

1. How our Loyalty Program works

Our Loyalty Program allows you to earn loyalty vouchers that have been allocated against the Vin (vehicle identification number) of your Renault vehicle. To do this effectively, we take into consideration the age of the vehicle, the service -or maintenance operations required, or campaign /promotion that have been activated. You also have the opportunity to benefit from discounts and ad hoc time-limited offers from our business partners.

2. Definitions

In the rest of this Agreement, we use the following terms:

- *Vouchers* refer to discounts or benefits earned under the Loyalty Program;
- *VIN number* refers to the vehicle identification number;
- *Loyalty Bot* refers to the Renault WhatsApp loyalty bot created;
- *Rewards Partner* means our retail partner whose products or services, discounts or offers are offered to you through the Rewards Program;
- *Redemption Partner* means a supplier or retailer which we appoint to provide you with additional value and/or discounts when you choose to redeem into their Program/vouchers;

3. Earning Loyalty Rewards

You qualify to earn Loyalty Rewards if:

- you are a South African citizen or resident;
- you are the owner or driver of a Renault vehicle;
- you have registered and opted-in to the Loyalty Bot and have supplied your correct VIN number during the registration process

4. Personal information

- Please note that we will process your personal information for purposes of providing the Loyalty Program to you.
- Such processing may include analysing your Rewards account and transactions so that MVD and its Rewards Partners may better understand your preferences as a Rewards member to suitably tailor our Rewards Program offerings to you.
- We may also share your personal information, where specifically required, with our affiliates and suppliers to process your Rewards transactions.
- You have rights in terms of applicable data privacy legislation. If you would like to exercise those rights or raise a concern regarding the processing of this information, please contact us on 0861 736 2858. To read our Privacy Statement, please visit renault.co.za

5. Earning Loyalty Rewards from our Rewards Partners (Partner Earn)

You earn Loyalty Rewards when you buy goods and services from our Rewards Partners as shown on our website and determined by our Rewards Partners' terms and conditions.

The Loyalty Rewards that you will earn on your spend at Rewards Partners is at the partner's business discretion, which may change from time to time. Changes will be communicated to you via email, SMS and/or on our website.

We will give you reasonable advanced notice where our Rewards Partners change.

You can only earn Loyalty Rewards from our Rewards Partners' stores within the Republic of South Africa.

You may also qualify for discounts on our Rewards Partners' goods and services. Details are available on our website. Our Rewards Partners are solely responsible for their goods and services and their terms and conditions will apply.

6. Loyalty Reward spend at a Renault franchised dealership

Loyalty Reward Vouchers will only be redeemable at an accredited Renault dealership,

Loyalty Reward Voucher redemption may not be possible at selected dealers, which will be clearly communicated in advance based on the campaign or promotion

7. Redeeming your Loyalty Rewards

You can redeem your Loyalty Rewards on the Renault loyalty bot following successful registration

Updates on redemption channels and/or redemption partners may occur, of which you will be given reasonable advance notice.

Once you have made a successful request to redeem your Loyalty Rewards, we cannot cancel or change your request. It remains your responsibility to ensure that all the data you supply during the redemption process is correct.

8. Receiving communications

We will send you:

- a) product changes, special offers and information related to your Loyalty Rewards by Whatsapp, SMS or email from time to time. If you do not want to receive special offers and promotional information from Renault Loyalty Rewards, you can call our Contact Centre on 0861 736 2858 (during office hours) to opt out.

9. Fees

This service will be free of charge and no fees will be expected to participate in the Renault Loyalty program

Should this change for whatever reason, we will notify you of any changes to our fees 30 (thirty) days prior to the change taking effect.

10. Transfer of Loyalty Reward vouchers

You can tell us at any time that you no longer want to participate in the Loyalty Program by calling 0861 736 2858 or opting-out on the Loyalty bot

Operating hours: Monday to Friday: 08:00 to 16:30.

Should you sell / trade the vehicle, the Loyalty Reward vouchers will remain linked to the VIN number and be transferred to the new owner once they have successfully registered

We may end your participation to our Loyalty Rewards Program on written notice to you taking effect on delivery of the notification if:

- a) you do not comply with the terms of this Agreement;
- b) you no longer hold a qualifying product;
- d) you present or supply us with incorrect or false documents;

11. Limits and exclusions from our Loyalty Rewards Program

We reserve the right to record or honour and to cancel or reverse any Loyalty Reward if:

a) the Loyalty Reward was awarded in error, as a result of fraud or pursuant to any illegal, ineligible or unauthorised transactions or system error; or

You will not earn Loyalty Rewards if you do not comply with the terms applying to any products or services you have taken from us;

You will not earn Loyalty Rewards from our loyalty partners if you do not meet the terms and conditions and earn rules of the individual partner.

If your redemption is unsuccessful for any reason, we will credit your Loyalty Rewards account within 48 hours and you will have to request the redemption again.

12. Contacting the Rewards Program

If you have a query or complaint, you can contact the Renault Loyalty Rewards Contact Centre on 0861 736 2858 or via the Whatsapp bot. The operating hours are Monday to Friday: 08:00 to 16:30. We are closed on weekends and public holidays.

13. Changing or ending the Loyalty Rewards Program

We may, in our discretion, terminate our Rewards Program itself at any time by giving you reasonable advance notice.

We reserve the right to amend our Program design and terms and conditions by giving you reasonable advance notice. You can view any amendment to the terms and conditions, which will be published on our website.

If you continue to use our Rewards Program after receiving this notice, the amended terms and conditions will apply