

Carzane COE Renewal Service Promotion Terms & Conditions

These Terms and Conditions ("T&Cs") govern the Certificate of Entitlement ("COE") renewal promotion ("Promotion") conducted by Infinite Mirai Pte. Ltd. (hereinafter referred to as "Carzane"), whereby vehicle owners (hereinafter referred to as "Customers") may be eligible to receive a complimentary gift ("Gift") upon the fulfilment of certain conditions, including obtaining financing from Carzane's preferred financing partner during the Promotion Period. By participating in this Promotion, Customers agree to be bound by these T&Cs.

1. Promotion Period

1.1 Promotion Window: The Promotion is valid from 1 September 2026 to 31 December 2026, both dates inclusive ("Promotion Period"), unless earlier terminated or extended by Carzane in accordance with these T&Cs.

1.2 Loan Approval & Disbursement Timelines: To qualify for the Gift, the loan application must be approved by Carzane's preferred financing partner within the Promotion Period (1 September 2026 to 31 December 2026). Furthermore, the approved loan must be fully disbursed within thirty (30) calendar days from the date of loan approval, or by the loan approval expiry date stipulated by the financing partner, whichever is earlier. Failure to satisfy either of these timing requirements will result in the Customer being automatically disqualified from receiving the Gift.

1.3 Modification Rights: Carzane reserves the right to extend, shorten, suspend, or otherwise modify the Promotion Period at its sole and absolute discretion without prior notice. Any such changes will be communicated through Carzane's official channels.

2. Eligibility and Participation

2.1 Eligible Participants: This Promotion is open to all vehicle owners ("Customers") who process the COE renewal of their vehicles through Carzane during the Promotion Period, provided that financing is secured through Carzane from its preferred financing partner.

2.2 Minimum Loan Quantum and Tenure Requirements: To qualify for the Gift, the loan secured through Carzane must satisfy all of the following minimum parameters:

a. Minimum Loan Quantum: The approved loan amount must be equal to or greater than the prevailing Prevailing Quota Premium ("PQP") for the vehicle category at the time of renewal, or SGD 110,000, whichever is higher; and

b. Minimum Loan Tenure: The approved loan tenure must be a minimum of five (5) years (60 months).

2.3 Preferred Financing Partner & Interest Rates: To qualify for the Gift, the loan application must be submitted through Carzane and approved by Carzane's preferred banking/financing partner(s) at Carzane's prevailing preferred interest rates. Carzane reserves the right to change its preferred financing partners and interest rates at any time without prior notice. Customers should consult an authorised Carzane representative prior to loan submission to verify qualifying partners and interest rates.

2.4 Case-by-Case Discretion: Any loan structure that does not strictly meet the minimum quantum, tenure, preferred partner, or interest rate criteria set out above shall not automatically qualify for the Gift. However, Carzane reserves the right, at its sole and absolute discretion, to evaluate and grant exceptions to award the Gift on a case-by-case basis.

2.5 Per-Vehicle Limit: Each successful COE renewal transaction for a single vehicle qualifies for one (1) Gift. Where a Customer renews the COE for multiple vehicles through Carzane, each vehicle transaction shall be evaluated

independently and qualifies for one (1) Gift, provided all qualifying conditions are met for each respective transaction.

2.6 Customer Cooperation: The Customer is required to fully cooperate with Carzane and the financing partner throughout the loan application, processing, and disbursement workflow. This includes the timely provision of accurate personal, financial, and vehicle documentation. Any unreasonable delay, failure, or refusal to cooperate may result in immediate disqualification.

3. Gifts and Conditions for Receiving Gifts

3.1 Gift Entitlement: Qualifying Customers who satisfy all eligibility criteria set forth in these T&Cs shall be entitled to receive the base Gift as outlined in the table below:

Minimum Loan Quantum	Minimum Loan Tenure	Complimentary Gift Entitlement
Prevailing PQP or SGD 110,000 (whichever is higher)	5 Years (60 months)	Apple iPad 11th Gen 128GB Wi-Fi (Retail Value: SGD 649)

3.2 Model and Variant Assignment: The base Gift model is specified in Clause 3.1. Specific colour requests or cosmetic variations will be handled on a best-effort basis only. Carzane makes no warranty or representation regarding colour availability, and the device will be provided in a randomly assigned variant at Carzane's sole discretion.

3.3 Stock Availability and Substitution: In the event that the specified Gift model is unavailable, out of stock, discontinued by the manufacturer, or subject to price increases prior to order placement, Carzane reserves the right, at its sole discretion, to substitute the Gift with an alternative product, cash voucher, or store credit of equivalent retail value (up to SGD 649). Affected Customers will be notified, and Carzane holds the final decision on all substitutions.

4. Tier Upgrades and Top-Up Conditions

4.1 Upgrade Eligibility: Customers who qualify for the base Gift may elect to upgrade to a higher storage capacity or a higher-tier Apple device (such as an iPad Air or iPad Pro), subject to payment of an upgrade top-up fee determined solely by Carzane.

4.2 Upgrade Fee Determination: The top-up fee required for any device upgrade shall be fixed by Carzane in its sole discretion. For the avoidance of doubt, Carzane's top-up fee schedule is independent of, and need not align with, official retail price differentials listed on Apple's website or other retail channels (e.g., Carzane may set a SGD 1,000 top-up fee for a tier upgrade regardless of standard retail pricing).

4.3 Upgrade Procedure and Timelines: To request an upgrade, the Customer must submit an explicit written request to Carzane via email at hello@carzane.com. All applicable top-up payments must be remitted promptly to Carzane upon loan approval and in accordance with the specific payment deadline prescribed by Carzane.

4.4 Strict Non-Refundability of Top-Up Payments: Once Carzane has placed the purchase order for the upgraded device with its supplier, any top-up fees paid by the Customer are strictly non-refundable under any circumstances, including subsequent transaction cancellation or disqualification.

5. Gift Fulfilment, Collection, and Forfeiture

5.1 Fulfilment Timeline: Carzane will place the purchase order for the Gift within one (1) month following the successful renewal of the vehicle's COE and complete disbursement of loan funds by the financing partner to Carzane (i.e., full settlement of the transaction).

5.2 Transaction Cancellation, LTA Rejection, or Non-Cooperation: No Gift shall be awarded, and eligibility shall be immediately forfeited, under any of the following circumstances:

- a. If the COE renewal transaction fails or cannot be completed for any reason, including Land Transport Authority ("LTA") rejection, vehicle deregistration, or loan rejection;
- b. If loan disbursement is not completed within 30 days of approval or prior to the bank's approval expiry date, as stipulated in Clause 1.2;
- c. If the Customer cancels or withdraws from the COE renewal or financing arrangement prior to completion; or
- d. If the COE renewal or loan disbursement fails or is delayed due to the Customer's failure, refusal, or unresponsiveness in cooperating with Carzane or the financing partner.

5.3 Physical Collection Required: Gifts must be collected in person by the Customer from an authorised Carzane representative at Carzane's designated office or showroom premises upon notification of readiness. Courier delivery, postal shipping, or third-party dispatch options are strictly not available.

5.4 Collection Timeframe and Unclaimed Gifts: The Customer must collect the Gift within fourteen (14) calendar days from the date of notification by Carzane. If the Gift remains unclaimed upon expiry of the 14-day window, Carzane reserves the right to forfeit the Gift entirely. Forfeited gifts will not be replaced, refunded, or compensated in cash or kind.

6. Warranty and Product Disclaimers

6.1 No Warranty by Carzane: The Gift is provided strictly on an "as is" basis. Carzane is not an authorised reseller, distributor, or service provider for Apple Inc. Carzane gives no representation, warranty, or guarantee of any kind, express or implied, regarding the quality, merchantability, fitness for purpose, or technical functionality of the Gift.

6.2 Manufacturer Warranty Claims: All product warranties, technical support, hardware defects, or service claims are governed exclusively by Apple Inc.'s standard manufacturer warranty. The Customer must direct all defect claims or repairs directly to Apple Authorized Service Providers.

7. Taxation and Charges

7.1 Base Costs: Carzane shall bear the standard procurement cost of the base Gift (including applicable Goods and Services Tax). Any additional costs, special administrative requests, or custom arrangements requested by the Customer shall be borne entirely by the Customer.

8. Marketing and Reviews

8.1 Google Review Requirement: As a mandatory condition for receiving the Gift, the Customer must complete and publish a positive review for Carzane on Google prior to or at the time of Gift collection.

8.2 Promotional Consent: By participating in this Promotion, the Customer grants Carzane full permission and consent to take promotional photographs and/or video recordings during Gift collection. The Customer agrees that Carzane may publish their name, image, photograph, and review across Carzane's social media platforms, website, and promotional materials without further notice, royalty, or compensation.

9. Promotion Integrity and Reservation of Rights

9.1 Absolute Right of Withdrawal: Carzane reserves the absolute right to withdraw, cancel, terminate, or suspend the Promotion, or amend any part of these T&Cs, at any point in time without prior notice and without assigning any reason whatsoever.

9.2 Withholding and Disqualification: Carzane reserves the right to disqualify any Customer and withhold, confiscate, or demand reimbursement for the Gift if:

- a. The Customer provides false, inaccurate, or misleading information;
- b. The Customer engages in fraudulent practices, bad faith, or abuse of the Promotion;
- c. The Customer exhibits abusive, hostile, or inappropriate behaviour towards Carzane's staff or representatives; or
- d. The Customer acts in a manner that damages or threatens to damage Carzane's commercial reputation.

9.3 Final Authority: In the event of any dispute arising out of or in connection with the Promotion or these T&Cs, Carzane's decision shall be final, conclusive, and legally binding on all participants. No further correspondence, appeals, or legal claims will be entertained.

10. Liability and Indemnity

10.1 Limitation of Liability: To the maximum extent permitted by Singapore law, Carzane shall not be liable for any direct, indirect, incidental, consequential, or punitive damages, loss of revenue, or disappointment arising from or connected with participation in this Promotion or the use/possession of the Gift.

10.2 Force Majeure: Carzane shall not be liable for any failure or delay in fulfilling its obligations under this Promotion due to events beyond its reasonable control, including acts of God, governmental regulations, LTA policy changes, bank delays, global supply chain disruptions, or severe weather.

10.3 Indemnity: The Customer agrees to indemnify and hold Carzane, its directors, officers, employees, and agents harmless against all losses, damages, claims, costs, and legal fees arising directly or indirectly from the Customer's participation in the Promotion, breach of these T&Cs, or use of the Gift.

11. Governing Law and Jurisdiction

11.1 Governing Law: These Terms and Conditions shall be governed by and construed in accordance with the laws of the Republic of Singapore.

11.2 Jurisdiction: Any dispute arising out of or in connection with these T&Cs shall be submitted to the exclusive jurisdiction of the courts of Singapore.

12. General Provisions

12.1 Amendments: Carzane reserves the right to amend these T&Cs at any time. Updated T&Cs will be published on Carzane's official channels and shall take immediate effect.

12.2 Entire Agreement: These T&Cs constitute the entire agreement between Carzane and the Customer regarding the Promotion and supersede all prior marketing representations, oral understandings, or collateral agreements.

12.3 Severability: If any provision of these T&Cs is found by a court to be invalid or unenforceable, such provision shall be severed, and the remaining provisions shall continue in full force and effect.

12.4 Prevalence: In the event of any inconsistency between these T&Cs and any promotional brochures, social media advertisements, or marketing materials, these T&Cs shall prevail.