

EasyCare Membership – Terms & Conditions

1. Membership and Term

1.1 Commencement and Duration

Membership commences on the date of enrolment (the “Effective Date”) and shall continue for a period of twelve (12) months (the “Membership Term”).

1.2 Automatic Renewal

Unless cancelled in accordance with these Terms, the Membership will automatically renew for successive twelve-month terms using the payment method on file. To prevent renewal, Members must provide notice of cancellation at least five (5) business days prior to the renewal date.

1.3 Cancellation by the Member

You may cancel your Membership at any time by written notice. If cancellation occurs before any services have been used, you may be eligible for a prorated refund of the unused portion of the Membership Term, less any applicable administrative fees or promotional discounts. To avoid renewal charges, notice of cancellation must be received at least five (5) business days prior to the renewal date.

1.4 Cancellation by the Company

We may terminate your Membership immediately, without refund, if you:

- Fail to make required payments;
- Misuse or abuse the Membership or related services; or
- Breach these Terms or any applicable Program rules.

We may also terminate your Membership for any reason upon thirty (30) days’ prior written notice, in which case you will receive a prorated refund for the unused portion of your Term.

2. Membership Benefits and Services

2.1 Vehicle Maintenance Benefits

Each active Membership includes:

- Two (2) synthetic oil and filter changes per year (up to 5 litres; maximum retail value \$100 each);
- Two (2) tire rotations per year; and
- Two (2) multi-point inspections per year.

2.2 Roadside Assistance

Includes up to four (4) service calls per Membership Year, consisting of:

- Towing to the nearest authorized EasyCare provider (within 200 km);
- Battery boost, flat-tire assistance, fuel delivery, vehicle unlock, and winching services.

Coverage applies throughout Canada and the continental United States.

2.3 Additional Member Benefits

- Access to seasonal promotions and member-only discounts;
- Access to independent service advisors and licensed automotive technicians; and
- Preferred financing options (starting at 9.99% annual interest on approved credit) for eligible repair work.

3. Member Responsibilities and Conditions

Members must:

- Be at least 18 years of age;
- Maintain accurate contact and vehicle information;
- Ensure the vehicle is safe, accessible, and suitable for servicing;
- Pay all additional costs not covered by Membership (including premium filters, excess oil, or non-standard parts); and
- Comply with these Terms and all Program rules.

4. Service Providers and Network

All maintenance services must be performed by authorized EasyCare service locations.

Roadside Assistance is administered by AXA Assistance Canada Inc.

Coverage may be limited in specific regions, including certain towing zones within Ontario and Québec.

Vehicles may be towed up to 200 km to the nearest authorized EasyCare Provider.

5. Fees, Payments, and Refunds

Annual Membership Fee: CAD \$180 (plus applicable taxes).

All payments are processed in Canadian dollars.

Refunds may be provided on a prorated basis if cancellation occurs before any benefits are used.

No refunds will be issued in the event of misuse, breach, or violation of these Terms.

6. Use of Services, Limitations, and Disclaimers

Memberships are issued to individual Members, not vehicles; multiple vehicles may be serviced under one Membership.

Surcharges may apply to diesel or European-make vehicles, or where additional oil is required.

All appointments must be scheduled through the EasyCare dashboard or virtual advisor.

EasyCare does not warrant or guarantee repair or correction of pre-existing mechanical issues.

All services are provided “as is.” Our liability is limited to the amount of the Membership Fee paid.

7. Claims, Disputes, and Termination

All reimbursement claims must include supporting receipts and be submitted via email to service@autologiQ.ca.

These Terms are governed by the laws of the province in which the Member resides. Any

disputes shall be resolved by the competent courts of that province.

Upon termination, all Membership benefits cease immediately, and any unpaid amounts remain due.

8. General Provisions

We may modify these Terms, fees, or Membership benefits upon prior notice.

If any provision of these Terms is held invalid or unenforceable, the remaining provisions shall remain in full force and effect.

These Terms constitute the entire agreement between the Member and autologiQ regarding the Membership.

autologiQ may assign its rights or obligations under this Agreement without prior notice;

Members may not assign or transfer their Membership without written consent.

Notices may be delivered electronically via email or through the EasyCare dashboard.