switchcars

Welcome to SwitchCars

Subscribe, drive, save.

08 9415 0520 hello@switchcars.com.au

Your Vehicle

Important details:

VIN:_____

Rego number:_____

Booking Number:_____

Your SwitchCars package: _____

Your Start Date:_____

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Thank you for choosing SwitchCars!

We're here to make car ownership easy, flexible, and fair. You'll find everything you need in this guide - and if not, just reach out.

Happy driving!

Kind Regards,
SwitchCars Team

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- Simple reminders to keep your car running smoothly and safely on the road.

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- Details on when and how to book your services — what's required, what's optional, and what's included.

5. Roadside Assistance
- What to do in case of a breakdown and who to call for help, including manufacturer warranty numbers.

6. Insurance
- A summary of your coverage, the claims process, and what to do in case of an incident.

7. Returning Your Vehicle
- Everything you need to know about cleaning, fuel, and giving notice when returning your car.

8. Your Vehicle Details
- A section for you to note your VIN, registration, and subscription package info.

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Offers

Refer a Friend - Get $100 Credit

Love the SwitchCars experience? Share it!

- When you refer a friend and they successfully subscribe to a SwitchCars vehicle, you'll **both receive $100 credit** towards your weekly subscription!
- **There's no limit** - refer multiple friends and keep stacking the rewards.

Benefits of Subscription

- **No upfront costs** - just your first week and bond to get started on our smart plan and above.
- **All-Inclusive** - Registration, insurance, servicing, and roadside assistance are all bundled into one weekly payment.
- **Swap or pause** up to 3 weeks every 6 months.
- **Drive new** or late-model cars - Stay behind the wheel of modern, reliable vehicles without the depreciation stress of ownership.

Ready to own instead?

If you've fallen in love with your SwitchCars vehicle, we can help you purchase the same car (or a newer one) with tailored financing options and expert support. Ask the SwitchCars team or visit Johnhughes.com.au to browse available stock.

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Maintenance & Safety

Basic Maintenance Reminders:

- Use the correct fuel (check the inside of the fuel cap).
- Tyre pressure: If the warning light appears, check the tyres and ensure they are at the correct pressure.
- If the tyre pressure is correct but the light remains on, contact the SwitchCars team on 9415 0520.
- Report any other warning lights or mechanical issues immediately using the contact number above.

Safety:

- Always obey road rules and speed limits.
- Wear your seatbelt and ensure all passengers do the same.
- No smoking in the vehicle.
- No off-road driving.
- Only registered drivers can drive the car (insurance won't cover unlisted drivers).

Servicing

When to Book a Service:

1,500km Service (Optional)

- Your vehicle is due for a complimentary service at 1,500kms. A dash warning light will remind you. This service is optional — if you skip it, please turn off the warning light (Search '[Car model] service light reset' on YouTube, or just give us a call).

10,000–15,000km / 12-Month Service (Required)

Your vehicle is due for its first major service at either 10,000kms or 15,000kms depending on make and model. This service must be completed to maintain warranty.

To book, contact the SwitchCars team:

📞 08 9415 0520
✉️ hello@switchcars.com.au

Service Day Checklist

- It is your responsibility to ensure the log book is stamped and placed back in the vehicle when you collect it after servicing.
- Servicing is fully covered in your subscription — do not pay at the service centre.

Road-Side Assistance

Roadside assistance

- 24/7 roadside assistance is provided free of charge under your manufacturer's vehicle warranty.
- An alternative roadside service is also available via Ultraplus (John Hughes) using the John Hughes Hotline: 08 9415 0000 (charges may apply).

Exclusions:

- Tyre replacements, Windscreen replacements and dent/chip fixes.

Please Note:

- Some services, such as jump-starts and tyre changes, may incur a cost — speak with the roadside responder for clarification.

Warranty roadside assistance numbers:

- **MG:** 1800 642 277
- **Mitsubishi:** 1300 131 211
- **KIA:** 131 542
- **Hyundai:** 1800 186 306
- **Chery:** 1800 424 379
- **Jaecoo:** 1800 696 528

Insurance

Insurance Summary:

- Your vehicle is covered by comprehensive fleet insurance, with a standard excess of $2,000.
- In the event of an accident, you must report it immediately to SwitchCars.
- You must collect third-party details, including name, contact, license and registration.
- Personal belongings are not insured.
- For any incident, you are required to provide photos and a written report to assist with the claims process.

MAKING A CLAIM

- The QR code below will take you to our digital incident form. Please complete this **in detail.**

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Returning your vehicle

Fuel Policy:

- Please return the vehicle with a full tank of fuel.
- A $3.50 per litre charge applies for any shortfall.

Cleaning Policy:

- A light exterior wash is appreciated, but not required if the interior is spotless.
- The interior must be thoroughly cleaned — no dirt, sand, stains, or pet hair.
- A $250 cleaning fee applies if the vehicle is returned in poor condition.

Return Instructions:

- 21-days notice is required to return your vehicle.
- Return the vehicle to the designated SwitchCars location.
- For after-hours returns, use the key drop box and confirm this with a team member by text or email. (You will receive a unique access code).

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We appreciate your support!

An amazing service! We have used SwitchCars for 18 months now, we have had multiple cars and have love the ability to upgrade every couple of months! I highly recommend! Thankyou!

I had such a seamless and stress-free experience with Switch Cars! Subscribing to a vehicle for 5 months was the perfect solution for my needs, and the entire process from start to finish was incredibly smooth. The team was professional, responsive, and genuinely lovely to deal with. Thank you so much for making everything so easy. Highly recommend to anyone looking :-)

An amazing service! We have used SwitchCars for 18 months now, we have had multiple cars and have love the ability to upgrade every couple of months! I highly recommend! Thankyou!

Sold my car and chose to go with this, these guys are awesome, beautiful cars at a great value price. Highly recommend!

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Love Our Service?

Let Us Know

Loved your experience?

Leave us a 5-star review by scanning the QR code below, it really helps us out!

Have suggestions or issues?

Your feedback drives us forward, thanks for helping us to improve. Email us at: hello@switchcars.com.au

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