

**Mark With (X) Throughout Document**

Existing Account	Yes	No	Sales Person	
Branch				

**Client Details**

Title		Surname/Co. Name		First Name	
Physical Address					
Postal Address					Code
ID/Co. Reg. No.			Co. VAT No.		
Tel. No. (W)			Tel. No. (H)		
Cell. No.			Fax No.	E - Mail	

**Future Correspondence**

Retriever may keep me updated on new products and value-added services	Yes	No
Preferred method of communication	Email	SMS
	Post	

**Product Selection**

Please tick the appropriate box to indicate your selected payment option. Complete a separate Subscriber Application Form for each different type of Unit required

Unit Type

Rental Option  Monthly Rental Subscription Shs

Or

Cash Option  Cash Purchase Price Shs  Monthly Subscription Shs

**OPTIONAL EXTRAS- payable by you, the Client, in respect of these additional products and services**

Driver ID	Panic	Log Book Remote	Driver ID Plus Panic
Lifetime Maintenance Warranty	Fuel Monitoring	Start Inhibit	Routing

The Client acknowledges that Retriever has disclosed the features of the product selected and has specifically advised whether or not the product includes a vehicle recovery service. Based on these disclosures the Client acknowledges that the selected product(s) meets the Client's expectations

Insurance Broker/Insurer			
Vehicle Financed	Yes	No	Name of Financial Institution

**Vehicle Details (If more than 1 please use add-on vehicle form as annexure)**

Vehicle Reg. Number		Engine Number	
Make & Model		Chassis Number	
Year of Manufacture		Colour	

**Alternate Contact Person in Case of Emergency**

First Name & Surname	Relationship	Cell. No.	Office No.	Home No.

**Acknowledgement by Client**

To protect your own interests please read the Terms and Conditions overleaf carefully. If you are uncertain as to the contents of these documents please request advice from your sales person, alternatively contact us as follows: by writing to Retriever Customer Care, P.O. Box 66876-00800, Parklands Road, Westlands; by email to [customercare@retriever.co.ke](mailto:customercare@retriever.co.ke), or phone our Customer Care Centre on +254 734 500 126. By signing this Agreement you accept that you have read, understood and agree to be bound by the contents, including the Terms and Conditions on the back of this Subscriber Application Form.

Name \_\_\_\_\_ Surname \_\_\_\_\_

Authorised Signature \_\_\_\_\_ Designation \_\_\_\_\_

Date \_\_\_\_\_

**Retriever Representative Confirmation**

I have verified and confirm that all the information is complete and correct

Print Name \_\_\_\_\_ Signature \_\_\_\_\_

## Annexure A - CarWatch

1. This annexure is prepared in accordance with and is deemed to be an addendum to Retriever's Service Agreement which shall be construed as if it had been incorporated into the body of that Agreement.
2. Capitalized terms in this annexure will have the same meanings as given to them in the Service Agreement.
3. To the extent that there is ambiguity in the interpretation of any of the provisions of this annexure as read with the Service Agreement, the provisions of the Service Agreement will prevail.
4. Retriever's "CarWatch" Product ("CarWatch") is an additional feature to the Retriever mobile device application ("Retriever App") and is available to Fleet Management Products only.
5. The Client acknowledges that CarWatch is a value-added service feature and nothing recorded herein shall be construed as a novation of any of the terms of the Service Agreement and neither shall it be construed as a waiver of any of Retriever's rights in terms thereof.
6. CarWatch is intended to reduce the risk of Loss but will not eliminate such risk.
7. It is the responsibility of the Client to :
  - 7.1 Activate CarWatch on the correct Vehicle via the Retriever App.
  - 7.2 De-Activate CarWatch on the correct Vehicle after usage via the Retriever App.
  - 7.3 Ensure that sufficient mobile battery/network coverage/data/airtime is available for the Client's mobile device to fully operate the Retriever App.
  - 7.4 Regularly check the Retriever App for any emergency CarWatch notifications.
  - 7.5 Immediately or as soon as is practically possible, notify Retriever of any notification unintentionally generated ("false alarm"). The Client will be responsible for any false alarm and understands that such false alarm may lead to the relevant authorities or Retriever responding thereto and making wrongful arrests or recoveries. Accordingly, the Client shall be responsible to repay all costs and any expense incurred by Retriever, and hereby indemnifies Retriever against all claims or damages arising out of a false alarm.
8. Retriever endeavors to contact the Client for each notification of an unauthorized movement within a 50 meter radius and/or an unauthorized ignition event received from a Vehicle in relation to which CarWatch has been activated pursuant to clause 7.1 above. In the event that contact with the Client is not established, for whatever reason, Retriever may in its sole and absolute discretion, dispatch a recovery team.

9. Retriever does not guarantee continued and/or uninterrupted network coverage and to this end, Retriever explicitly excludes all liability for any losses, costs, expenses, claims, damages and liabilities that may arise directly or indirectly as a result of poor or no network coverage from a third party service provider or Retriever.
  
10. The Client hereby indemnifies Retriever against and holds it harmless from all and any liability for any losses, costs, expenses, claims, damages and liabilities of any nature whatsoever which the Client or any third party may sustain as a result of a breach of the provisions of clause 7 above.

For: **THE CLIENT**

Signature:

\_\_\_\_\_

Who warrants that he / she is duly authorized thereto

Name:

\_\_\_\_\_

Date:

\_\_\_\_\_

Place:

\_\_\_\_\_

Witness:

\_\_\_\_\_