



## **Road Side Assistance (RSA) -**

Riders Ahoy (RA) in association with Ki Mobility Services (formerly TVS Auto Assist) gives RSA in geographical area of India under the following conditions :

### **Scope of services under RSA agreement**

1. Coverage area - Service is available PAN INDIA (No coverage in islands)
2. Coverage in North East and J&K - The assistance will be provided as per the prevailing conditions.
3. Assistance in hilly terrains - Due to extreme climatic and road conditions of certain states and hill stations which are geographically defined as hilly terrains
4. **Roadside repair** - In the event the Vehicle covered under this Agreement having a breakdown due to minor mechanical/ electrical fault, KI MOBILITY SERVICES shall support by arranging vehicle technician to the breakdown location. KI MOBILITY SERVICES will bear the labor cost and conveyance charges. Cost of spare parts if required to repair the vehicle on the spot (Outside coverage area) to obtain such material & spare parts will be borne by the Customer.

#### **Roadside repair include**

- Rundown of Battery - In the event the Vehicle having a breakdown due to rundown of battery, KI MOBILITY SERVICES ( formerly TVSAUTO ASSIST )shall arrange vehicle technician to jump start the vehicle with appropriate means. KI MOBILITY SERVICES(formerly TVS AUTO ASSIST ) will bear the labor cost and conveyance charges.
- Flat tyre assistance - In the event that the Vehicle has a puncture or tyre burst, KI MOBILITY SERVICES ( formerly TVS AUTO ASSIST ) shall support the Customer in replacing the flat tyre with spare tyre. In case of non-availability of spare tyre, KI MOBILITY SERVICES will try to repair the faulty tyre. This service is based on the availability of tyre repair shop near the breakdown location. All the cost related to tyre repairs will be charged to customers.
- In case of non Availability of services; KI MOBILITY SERVICES shall tow the vehicle to the nearest customer preferred workshop.
- Key Services - Delivery of Spare Key is available if the customer residence is 50 km away from the breakdown location within Home City. In case if Spare Key is not available we will tow the vehicle to the nearest dealership.
- Fuel assistance - if the vehicle becomes immobile due to empty fuel tank Ki Mobility Services shall support the customer by arranging up to 5 Liters Fuel to 2w Customer. KI MOBILITY SERVICES will bear the labor cost and conveyance charges. Fuel charges shall be borne by end customer/ user.
- During incorrect fueling, Ki Mobility Services shall tow the vehicle to the nearest dealership.



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5. Customer conference call – Conference calling facility is available between customer and service provider.
  6. Safe towing - In the event that a Vehicle is immobilized due to the breakdown, accident or incorrect fuelling and “On-site” preliminary support to make the vehicle roadworthy is not possible, KI MOBILITY SERVICES shall arrange and bear the expense for transferring the Vehicle to the Nearest Dealership up to 50 KMs on Garage to Garage Basis. These services shall be provided using equipment/s deemed most suitable by KI MOBILITY SERVICES. Additional KMs charges will be borne by the customer.

Towing will be available for mechanical breakdown, accidents, and also key lost cases where repair cannot be done on the spot

For accident cases towing will be activated on the completion of police formalities, if any.

- 6.1 Mode of towing - Based upon the location and the nature of breakdown, Ki Mobility Services will use all mode of available towing.
  - 6.2 Incidental expenses during towing - Interstate charges and toll charges as well as all other government taxes shall be borne by the customer. In case the nearest dealer is in other state, Customer has to bear all the transit charges (tolls and other applicable government taxes)
  - 6.3 Towing cost reimbursement - In case of inability to provide services to immobilized vehicles requiring transfer to garage or workshop, Ki Mobility Services shall reimburse the costs borne by the client in transferring the covered vehicle to the nearest garage up to a maximum of Rupees Two Thousand (Rs. 2000 only) in case towing and Rupees Two Hundred & Fifty (Rs. 250 Only) in case of mechanical assistance. For reimbursement, customer first need to register case at Ki Mobility Services call centre and in case Ki Mobility Services failed to provide the service, customer can reimburse the above said amount by producing valid bills.
7. Medical & legal coordination - In case of any medical or legal problem arising due to breakdown or accident, especially when the customer is traveling outstation, KI MOBILITY SERVICES shall provide contact details of the nearby professionals in related field Medical (Ambulance) and Legal & earnestly try to ensure their first contact, in order to provide convenience to such customers. In this area KI MOBILITY SERVICES shall merely be a facilitator and shall not be held responsible for quality of services. All monetary or other transactions shall be directly between the customer and service provider. Our role shall end as soon as we provide contact details to the customer. In case such services are not available in that area KI MOBILITY SERVICES shall not be held responsible in any manner, whatsoever.



8. Urgent Relay of SMS - Relay of urgent message to family/ friends in case of emergency
9. Coordination in extraction or removal - In the event of vehicle being stuck in ditch, pit or valley, coordination will be done with external agencies where ever possible. Cost to be borne by Customer. Any consequential damage during the process will be borne by the Customer. SLA not applicable in such cases
10. Assistance over the phone – Assistance to the customer over the phone during the breakdown for minor issues and basic trouble shooting.

#### **General Terms and conditions**

Service mentioned in the package is valid for the first 50 KMs only, if any additional km is required to be travelled by the towing vendor, then the customer has to pay INR 30 for every additional km travelled.

#### **Special Conditions for Roadside assistance (Part -1)**

The following scenarios are special exclusions under Roadside Assistance, and therefore Ki Mobility Services will not be responsible for any assistance costs or not providing assistance as a result of any of the following:

1. Assistance is required as a result of wars, riots, uprising, mass political demonstrations, pillage, strike, use for military purposes or acts of terrorism, earthquake damage, freak weather conditions, any natural calamity that makes the provision of the assistance impossible, atmospheric phenomena, nuclear transformation phenomena or radiation caused by artificial acceleration of atomic particles
2. Breakdown is caused by deliberate damage, vandalism or participation in a criminal act or offence
3. The immobilization is resulting from damage caused by intervention of the police or other authorities
4. Any damage resulting from the use of the vehicle against the recommendations of the owner manual
5. Any consequential costs and/or damage to property as a result of a breakdown
6. Vehicles kept in a non-roadworthy condition or not serviced in accordance with the manufacturer's recommendations
7. Vehicles used in non-motoring roads
8. Abusive behavior of the Customer, any fraudulent representation, malicious intent or suppression of facts vital to the rendering of Services.
9. When the driver of the vehicle is found to be in any of the situations that are indicated below:
  - a. In state of intoxication or under the influence of alcohol, drugs, toxins or narcotics.
  - b. Riding without permission to drive or not having corresponding license for the category of the Vehicle or documents not in proper or valid state.
10. Any event where breakdown is caused by deliberately inflicted damage, vandalism or participation in a criminal act or offence
11. Any history where the Customer has on prior occasions misused or abused the services.
12. Accidents resulting from the illegitimate removal of the Vehicle.
13. Accidents or breakdowns that occur when the Customer or the authorized driver have infringed upon the regulatory ordinances as far as the requisites and number of persons riding.
14. Any vehicle involved in or liable to be involved in legal case prior to or post immobilization or which is to be kept in an as-is state as evidence or for any legal requirements.



15. Vehicle lacking documentation or requirements such as technical inspection of the Vehicles, obligatory insurance etc. legally necessary to ply on public roads.

#### **Special Conditions for Roadside assistance (Part -2)**

1. Waiting charges: If the towing vehicle needs to wait at breakdown location for more than 2 hours till Customer completes required formalities, additional charges will be paid to Ki Mobility Service's towing Authorized Service Provider directly by customer. Such charges are capped to INR 100/-.
2. For accidental case, in the event of Flat Bed Truck (FBT) is sent back without towing the accident vehicle and Ki Mobility Service needs to arrange another vehicle. Such instances needed to be avoided by Authorized Service Provider seeking complete information before sending the towing vehicle.
3. If towing vehicle is caught by police because of incomplete documents of Customer's vehicle in case of breakdown or due to not having FIR copy on any accident reported or other necessary documents then Customer has to pay the penalty or fine to the police officials or has to pay to Ki Mobility Service's Authorized Service Provider who may pay such penalty on behalf of the Customer. All charges pertaining to the same will have to be borne by the Customer or will be reimbursed by the Customer to Ki Mobility Service.
4. Toll Tax, state boarder toll tax etc. if any will be borne by the Customer
5. Waiting charges because of dealership not allowing Authorized Service Provider to unload vehicle (specifically at night time) will be borne by the Customer if Authorized Service Provider misses to coordinate with the nearest Ki Mobility Service dealership before picking the vehicle.

#### **Events not covered under Road Side Assistance**

1. Battery Indicator Not Working.
2. Speedometer not working
3. Horn is not functioning. If the horn is sounding continuously, the Assistance Services will be provided
4. Faulty security system unless the vehicle is immobilized or unless the alarm is sounding continuously.
5. Other non-safety related lights/service warnings are illuminated
6. Vehicle pick up and drop for routine maintenance is not included.

Note : The one time amount charged by RSA is non refundable. If the customer wishes to not use the services within 7 days of the start of the service subject to no claims on RSA, 50% of the amount will be refunded (calculated on the basic cost excluding taxes). No claim will be entertained after 7 days.

The RSA agreement shall be void from inception in the event of misrepresentation, fraud or non-disclosure of material fact, Riders Ahoy reserves the right to cancel the RSA agreement. The RSA agreement between customer and Riders Ahoy is based on the information provided by the customer. In case of any discrepancy Riders Ahoy reserves the right to cancel the agreement and no amount will be refunded. Users are instructed to put the correct registration details of their vehicle, to avoid any hassle at the time of claim of RSA services.