

Coverage



The territorial scope of the Roadside Assistance Services provided by ICPL shall be only ligible to customers.

Toll Free



24 X 7 multi lingual support

Rundown of Battery



In the event the Covered Vehicle having a breakdown due to rundown of battery, ICPL shall support by arranging vehicle technician to jump start the vehicle with appropriate means. ICPL will bear the labor cost and conveyance charges.

Towing Assistance



In the event that a Covered Vehicle is immobilized due to electrical or mechanical failure, ICPL shall arrange towing of the Covered Vehicle to the nearest authorized outlet. These services shall be provided using equipment/s deemed most suitable by ICPL. Towing up to 50 km from incident to nearest garage is free.

Emergency Assistance



Medical co-ordination for occupants of the vehicle as a result of accidents.

Key Lost / Replacement



In the event of Key Lost / Replacement, if possible we will arrange replacement key, else vehicle will be towed to nearest garage as per (7) above.

Accommodation Assistance



Arranging for hotel accommodation in case breakdown is reported outside customer's home city. Co-ordination is free and all the related accommodation cost will be borne by the customer.

Arrangement of Rental Vehicle



Arranging rental vehicle in case breakdown is reported outside customer's home city Co-ordination is free, all the related rental vehicle cost will be borne by the customer.

For MG MOTORS

[Signature]

Managing Partner

Coverage in North East and J&K Coverage In Islands



Due to the extreme geographical conditions, ICPL will not provide RSA services in North Eastern States and Jammu & Kashmir. (Specific cities might be covered based on ICPL's requirement). SLAs will not be applicable for services rendered in these territories. ICPL will not provide RSA services in Islands

Onsite support for Minor repairs



In the event the Vehicle covered under this Agreement (Covered Vehicle) having a breakdown due to minor mechanical/ electrical fault, ICPL shall support by arranging vehicle technician to the breakdown location. ICPL 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.

Flat Tyre



In the event that the Covered Vehicle has a puncture or tyre burst, ICPL shall support the Customer in replacing the flat tyre with spare tyre. The technician will repair the same at the location of breakdown. In case of nonavailability of spare tyre, ICPL 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 rendering such service will be charged to customers.

Urgent Message Relay



Relay of Urgent message to family / friends in case of medical emergency.

Fuel Assistance



In the event Covered Vehicle runs out of fuel or stops due to contaminated fuel, ICPL will provide support by arranging up to 2 liters of fuel. The supply of fuel will be based on availability. ICPL will bear the labor cost and conveyance charges. Fuel charges shall be borne by Customer. This service will not be applicable if the vehicle is at Customer residence This service is based on local availability of fuel.

Taxi Assistance



In the event that a Covered Vehicle is immobilized due to the breakdown or accident and On-site preliminary support to make the vehicle roadworthy, is not possible, ICPL shall arrange and bear the expense for transferring the Covered Vehicle to the nearest authorized outlet. To help the Customer continue with his journey, ICPL will arrange taxi support to the Customer as per availability. SLAs will not be applicable for taxi assistance and ICPL does not guarantee the quality of taxi services.

Outward / Forward Journey



Arranging for Outward / Forward Journey in case breakdown is reported outside customer's home city Co-ordination is free, all the related travel cost will be borne by the customer.