



# Certificate of Roadside Assistance

This is to certify that Vehicle with following details is covered under Retail Road Side Assistance Program for BAL and CTL Chetak vehicles by EAI as per the details defined under benefits, terms and conditions of the program.

Certificate Number	Product Name	Policy Sale Date	Policy Activation Date	Program Validity
20250425121950639	Retail RSA - 1 Year	25-Apr-2025	25-Apr-2025	Starting From 25-Apr-2025 To 24-Apr-2026

Vehicle Registration Number	VIN / Chassis Number	Date of Vehicle Registration	Name of Owner	Vehicle Manufacturer	Vehicle Variant	Vehicle Model
	MD2B35305SAA62576	25-Apr-2025	DEEPAM KOCHAR	BAL and CTL	Chetak	Chetak

Dealer Name	Dealer Code	Dealer Address
Gujarat Motors Pvt Ltd	0000013660	2,marvella, Business, Pincode: 395009, City: Surat, State: Gujarat

# Terms & Conditions (T&C)

For detailed terms and conditions of the program, please ask BAL CTL Authorized Dealer and refer the T&C enclosed. The T&C forms an integral part of the Retail Roadside Assistance Program. The certificate along with the T&C forms the entire document. Please keep the certificate handy in your Vehicle always. RRSA for BAL CTL vehicles by EAI RSA helpline Number : 18002100970

RSA Facilitated & Assisted by Europ Assistance India Pvt Ltd.

## DESCRIPTION OF PROPOSED SERVICES

EAI shall provide directly, or through third-party providers, roadside assistance services to the entitled/eligible customers. Such services shall be within the framework of the agreed terms of the contract.

The Assistance shall be provided in all areas accessible by requisite service or recovery vehicles through a proper road, including parking lots, city streets, motorways national regional and local roads, as long as the location is not inaccessible to the assistance vehicles or impractical for provisioning the service. These services shall be provided whenever the vehicle in question is immobilized and cannot be driven on its own power. However, these services shall not be applicable to an immobilized vehicle if it is already at a workshop or a garage.

It may be worthwhile to mention here that the liabilities and responsibilities of EAI shall cease to be applicable beyond the services mentioned hereafter.

## BASIC SERVICES

### 1. Breakdown support over the phone

Upon receipt of a call from the User for specific issues with the vehicle, EAI will first attempt to solve the problem over the phone. In case of the issue not being resolved over the phone, EAI will activate the services as mandated in the RSA program offered to Bajaj Auto "On-site" Preliminary Support

In the event of immobilization of the Covered Vehicle due to mechanical or electrical breakdown and as long as the said fault can be rectified at the place of immobilization within a time period of 60 minutes (City) 120 minutes (Highway) and 180 minutes (Hill Stations) EAI shall proceed with on-site preliminary support to the vehicle.

Neither supply of parts nor replacement elements, nor materials nor such labor, in general are included in this coverage customers shall be liable for the replacement of Accelerator/Clutch cable purchased from the authorized dealership/service stations. The cost for the spare shall paid by the customer upon receiving the bill.

### 2. Charging Support

If the covered vehicle runs out of battery power, EAI shall arrange or shift the vehicle to the nearby charging facility and Cost of. All incidental charges for the same shall be borne by the User.

### 3. Flat Tyre Support

If the Covered Vehicle has a punctured or burst tyre, EAI shall support the customer in getting it repaired form the nearest Tyre repair shop. In case the repair of Tyre is not possible, EAI shall transfer the vehicle to the nearest Tyre Repair shop. All incidental charges for the same shall be borne by the User.

### 4. Battery Jumpstart

If the covered vehicle does not start due to a discharged battery (auxiliary battery), EAI shall arrange to jumpstart the vehicle. Neither the supply of parts nor replacement elements, nor materials or labour thereof, in general, are included in this service coverage.

### 5. Locked keys and Charger

If the keys of the Covered Vehicle are broken/ lost/ misplaced, EAI (upon receipt of the request of the User) will assist the User on a best effort basis in arranging for another set from his/her place of residence or office to the location of the Covered Vehicle by courier provided EAI has received the requisite authorizations from the User with regards to the person designated to hand over the same to EAI.

### 6. Transfer of the immobilized vehicle

In the event that a covered vehicle is immobilized due to a breakdown or accident and on-site preliminary support is not possible, EAI shall arrange for transferring the vehicle to the nearest approved workshop/outlet These services shall be provided using equipment deemed most suitable by EAI. The limit for such transfer distance shall be limited to 100km from the breakdown Location to nearest workshop. In case of location beyond 100km, additional charges will be applicable.

### 7. Mediphone

EAI shall provide directly, or through third-party providers,

Mediphone services to the customer. On-phone medical advice shall be provided whenever a customer has some medical problem.

Though this service shall not be a substitute for visiting doctors nor shall the customer be given any medical diagnosis or prescription over the phone, this service shall include basic medical advisory services

In case of any medical problem arising at the time of vehicle breakdown, EAI shall provide contact details of the nearby professionals in a related field, in order to provide convenience to Customers, especially the ones travelling outstation. In this area, EAI 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 the service provider.

The role of EAI shall end as soon as contact details are provided to the customer. In case such services are not available in that area EAI shall not be held responsible in any manner, whatsoever.

### 8. Legal Co-ordination

In case of any legal problem arising at the time of vehicle breakdown, EAI shall provide contact details of the nearby professionals in related field, in order to provide convenience to customers especially the ones travelling outstation. In this area, EAI 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.

Role of EAI shall end as soon as contact details are provided to the customer. In case such services are not available in that area, EAI shall not be held responsible in any manner, whatsoever.

In case of breakdown or accident, the customer shall be entitled to the Roadside Assistance services. Customer shall call for support on Toll Free Number 18002100970 for EAI assisted RSA EAI shall first check the eligibility and entitlement of customer to receive the services by asking the following details. Customer's name & breakdown location Vehicle VIN (Chassis number) or registered mobile number & registration number Vehicle model Other information deemed relevant to service provisions. After obtaining the aforementioned details, services shall be provided as per agreed terms. The Assistance Co-Ordinator shall ascertain the kind and cause of the problem to decide on the kind of services required to help the customer. The most suitable (on-site repair, tow truck transportation) vendor according to the needs and priorities shall be activated to ensure the right support in the shortest arrival time. Assistance service shall be deemed complete once the vehicle is mobilized or delivered to the workshop.

#### SERVICE CONSTRAINTS FOR PROVIDING SERVICES

Any event when the driver of the vehicle is found to be in any of the situations that are indicated below; The state of intoxication or under the influence of alcohol, drugs, toxins or narcotics not medically prescribed. Lack of permission or corresponding license for the category of the covered vehicle or violation of the sanction of cancellation or withdrawal of them. Any event where the breakdown is caused by deliberately inflicted damage, vandalism or participation in a criminal act or offence. Any complaint which existed prior to enrolling on the EAI RSA program Any complaints Reporting or Arising at the time of RSA cooling period Any customer history where the customer has twice on prior occasions misused or abused the services. Any vehicle involved in or liable to be involved in the legal case prior to or post immobilization. If the vehicle is involved in an accident, having 3rd party liability, the vehicle can be towed to the nearest garage or authorized workshop only with the clearance by the police concerned or the appropriate government authority. Events caused by fuels, mineral essences, and other inflammable, explosive or toxic materials transported through the covered vehicle. Events not covered under the program: Non-functional horn. However, if the horn is activated incessantly, services shall be provided Faulty Charger - but the vehicle has sufficient power backup reach the nearest authorized dealer Non-functional speedometer Non-functional demisters Charger Missing Vehicle headlights are not functional during daytime Broken rear-view mirrors not obstructing the driver's view Damaged or faulty charging port but the vehicle has sufficient power backup reach the nearest authorized dealer.

Scan this QR Code for RSA  
Breakdown Assistance

