



“Sadak Ka Saathi” – Terms & Conditions

- Sadak Ka Saathi (SKS) is a break down service offered for Drive Track plus customers.
- SKS is facility shall be offered to selected customers only. HPCL shall offer SKS services to customers selected as per their criterion. HPCL reserves right to decide criterion for selection of vehicles for offering SKS services
- SKS is available is only for Truck / Buses with GVW > 7.5T
- SKS facility is available only to the Trucks / Buses which has purchased fuel using Drive Track Plus Card in previous month.
- Selected DT Plus customers can avail SKS service by calling DT Plus Call centre 1800-10-39811 or Service Mandi call centre 1800 208 8800 or through A Service Mandi App.
- The SKS facility is provided thru Service Mandi Network powered by Ashok Leyland
- Breakdown assistance shall be provided by the ServiceMandi mechanic and the response time shall be 4 hours from the intimation to ServiceMandi mechanic through call centre or app.
- The ServiceMandi mechanic shall provide on the spot diagnosis, assessment and estimation of repairs on the vehicle .
- The ServiceMandi Mechanic shall provide Free Towing assistance only up to the nearest ServiceMandi workshop or OEM authorised service centre, wherever absolutely needed based on the diagnosis .
- The Free Towing assistance shall be subject to the following conditions:
 - The Free Towing assistance shall be provided only for a distance of 50 kms from the location of the User's vehicle till the location of the Ashok Leyland's Network/ServiceMandi Network.
 - The Free Towing assistance shall be applicable only for vehicles notified as active by HPCL.
 - In the event the distance is more than 50 kms the rates for Towing shall be on actuals which shall be paid by the User.
 - Any permits/approvals/Police clearance required for towing the vehicles of the User shall be at the cost and responsibility of the User.
- The Towing only to the first location , that is, nearest AL Network/ServiceMandi Network subject to the aforesaid conditions shall be free of cost. In the event the User requests towing to another location, it shall be charged at the rates agreed with the User.
- The minor repairs shall be attended by the ServiceMandi mechanic on the spot. The pre-agreed rates for providing minor repairs are as specified in Annexure
- Any minor repairs that is not provided in the list in Annexure shall be charged at the rates fixed by the ServiceMandi mechanic.
- All charges for carrying out any repairs including labour and spare parts shall be paid directly by the User to the ServiceMandi mechanic/AL Service touchpoint.
- HPCL or Service Provider agree that any request for breakdown assistance made by the User either through the Call Centre, or through the App is only provided for the convenience of the User and ALL does not assume any responsibility or liability for any calls made through the Call Centre or for the use of the App.

- HPCL or Service Provider shall not be liable or responsible to the User and to any persons whomsoever in respect of any dispute that the User has with the ServiceMandi Mechanic.
- This service will be rendered only to vehicles which are immobile due to mechanical failure enroute
 - This service is not for regular scheduled maintenance, repair and maintenance needs of vehicles (e.g. oil change etc.)
 - This service is not provided for accident repairs / tyre failure cases and in case of Battery maintenance, fuse replacement
 - This service shall not be provided for Repair of super structure / mounted equipment including any type of body (Ready Mix Concrete mixers, refrigerated body, Crane, Tipping equipment, and Trailer etc.)
 - In case of warranty vehicles, it shall be the responsibility of the User to refer the case to OEM's nearest dealer for repair.
 - In respect of Ashok Leyland vehicles, the User shall approach the authorized dealer to attend the vehicle.
- If the vehicle is loaded, it shall be the responsibility of the User to unload the Break Down vehicle at the cost of the User if the Break Down Vehicle requires towing.
- HPCL or Service Provider will not be responsible for the goods or for safety of the vehicle during breakdown or parking at ServiceMandi workshop.
- HPCL or Service Provider will also not be responsible for any transit damage during towing of the vehicle.
- HPCL, service provider, their representatives or the ServiceMandi mechanic shall not be liable and responsible for the goods inside the vehicles as well as for the security of the vehicles under any circumstances.
- The ServiceMandi mechanic, any dealers or representatives of Service Provider does not provide any assurance in relation to the spare parts replaced in the vehicles.
- All costs pertaining to vehicle delivery/return, including repair charges, spare parts, transportation, freight and any additional cost items that are beyond the scope of Service Provider are to be borne by the customer except for deputation charges.
- In case DT Plus customer has opted for paid service of SKS, refund of enrollment fees shall not be permitted.
- The service enrollment is specific to vehicle number and the same is not transferrable
- HPCL or Service Provider shall not be liable for any damage or other loss attributable to causes beyond service providers reasonable control, delay in time taken to attend, including acts of God, other events of force majeure, fire theft or other acts of third parties, or for any consequential or indirect damage or loss.
- You hereby agree to defend, indemnify and hold HPCL or Service Provider harmless from and against any and all claims, damages, costs and expenses, including attorneys' fees, arising from or related to your use of our Platform or any products, parts, components and/or services you purchase or avail through it.

These terms are in addition to the **terms and conditions between Ashok Leyland Limited and the customer in relation to ServiceMandi** available at <http://www.servicemandi.com/terms-and-conditions>

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