

**Service Outlet Name:**

BOSCH Administrator  
Address : 0000000000  
0000000000 ANDHRA  
PRADESH 614321

**Welcome to Bosch MaxCare**

Dear SHABANA BANO

Congratulations & thank you for choosing to enroll for Bosch MaxCare,

Now, with this program, ensure your peace of mind by enjoying the benefits of MaxCare,  
periodic maintenance [specific], wheel alignment & balancing with road side assistance services as per plan opted.

We request you to kindly keep this document carefully.

Wish you a happy & safe driving,

(Service Outlet Stamp & Signature)



**BOSCH**  
Invented for life

**Certificate cum Invoice**

Customer Name: SHABANA BANO  
Address: bandra MUMBAI  
MAHARASHTRA 123456  
Vehicle Make/Model: MARUTI / Swift  
Fuel Type: Petrol  
Vehicle First Registration Date: 10-Jul-2019  
VIN #: ASDFLKJHG12345678

Certificate #: BSP206305  
Certificate Issue Date: 10-Jul-2019  
Odometer reading: 500  
Transmission Type: Automatic  
Registration Type: Private  
Vehicle Registration #: ASDF1234567890

Service package start date: 10-Jul-2019  
Service package start KM: 501

Service package end date: 09-Jul-2021  
Service package end KM: 30500

Product Price (Rs)	CGST @ 9%	SGST @ 9%	IGST @ 18%	Final Price (Rs)	Plan (Whichever comes earlier)*
12359	0	0	2225	14583	2 Years/30000 Kms

Authorized Signatory

For Assurant Automotive Warranty Solutions (India) Private Limited \*\* \*\* (GSTIN - 33AAUCS1067N1ZR / SAC Code - 998729)

[\*\*Bosch MaxCare Program managed by Assurant Automotive Warranty Solutions (India) Private Limited]

**Bosch MaxCare terms & conditions, are set out below:**

1. Periodic maintenance as per service schedule.
2. Cost of specific parts replacement & labor charges as per package selected.
3. Apart from Inclusion parts, any other spare parts replacement or labor charges need to be borne by customer & it has to be paid by customer directly to Bosch service outlet.
4. Product is transferable from seller to buyer. In case of vehicle resale, remaining unutilized services will be eligible.
5. This product is non-refundable. Customer may cancel the Bosch MaxCare plan within 15 days from the certificate issuance date & receive full refund from the Service Outlet. [Subject to non-utilization]
6. Bosch MaxCare services can be availed & it is accepted only at Bosch service networks of Bangalore & Mumbai locations.
7. Road Side Assistance services are provided by TVS Auto Assist, Please contact the toll free number: 18005727999 for further assistance

[Note\*: This is a computer-generated invoice and does not require manual signature]

**Scope of Coverage:**

Bosch MaxCare - Parts coverage is covered as per below table, based upon plan opted by you

<b>Scope of Coverage under Bosch MaxCare plan #</b>		
<b>No. of Periodic Maintenance Services</b>	<b>Specific Part of Replacement (No. of Times)</b>	<b>2/30</b>
	Engine Oil	3
	Engine Oil Filter	3
	Air Filter	1
	Fuel Filter	1
	Oil Drain washer	3
	Washing	3
<b>General</b>	Wheel Alignment	3
	Wheel Balancing	3
<b>Repair Discount</b>	in %	10%
<b>RSA (in Years )</b>	As per plan selected	2

**I. General Term of the Roadside Assistance**

- a. The services under the Roadside Assistance shall be governed by the specific terms and conditions mentioned in this document.
- b. The Roadside Assistance shall be provided in cases of Breakdown and 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. This Roadside Assistance shall be provided whenever the Vehicle in question is immobilized and cannot be driven on its own power. However, this Roadside Assistance will not be provided to an immobilized Vehicle, if this same is already at a workshop or a garage.

**II. Scope of Services:**

The territorial scope of the Roadside Assistance services shall be within the Republic of India, excluding Andaman and Nicobar islands and Lakshadweep islands, Daman and Diu. Services shall be provided in J&K and North-Eastern states provided political and natural conditions are normal at the point of service requested. However, Turn Around Time for these locations shall be high

**III. Service Provided:**

RSA Provider shall render following definite and descriptive services under the Roadside Assistance services to the Customer:

**A. Assistance Over Phone**

In the event of the customer calls for seeking Roadside Assistance support, RSA Provider shall understand the basic problem prior to offering the service of roadside assistance. Some minor issues can be supported over the phone, such as - inability to operate some feature or understanding meaning of warning lamps etc.

**B. On-site Minor Repairs of the Vehicle**

- a. In the event of immobilization of the vehicle due to mechanical or electrical breakdown and as long as the said fault can be repaired at the place of immobilization within a maximum time period of forty-five (45) minutes, RSA Provider shall proceed with on-site repair of the breakdown. For example, changing electrical fuse, temporary fixing of damaged bumper, unlocking wheels in case of wheels locked for drum brakes only etc.
- b. Neither supply of parts, consumables nor replacement elements, nor materials in general are included in this service of Roadside Assistance and same shall be charged to the Customer additionally. The areas and elements of such repairs shall be limited to the extent as agreed with BOSCH.

**C. Vehicle Transferred to nearest BOSCH Service Outlet**

- a. In the event that vehicle is immobilized due to the breakdown or accident and "on-site" repair is not possible, RSA provider shall transfer the vehicle to the nearest BOSCH service workshop not exceeding 50 KM from breakdown location. If the customer wishes to take to any other workshop which is beyond 50 KM or if nearest BOSCH service outlets is beyond 50 KM from breakdown location then additional charges has to be paid by customer in advance to RSA provider i.e. INR 64/- (Rupees Sixty Four) per extra KM beyond 50 KM through electronic channel only and only after receipt of payment service shall be activated. For mechanical / electrical breakdowns such transfers shall be done on flatbeds, exceptions, if any, shall be rare and with prior consent of customer.
- b. For accidental cases with frontal damage or cases where vehicle cannot be loaded onto a flatbed, the vehicle shall be transferred to the nearest Service Outlet by using special equipment. The cost of special equipment will be borne by the customer. Furthermore, towing will be activated on completion of police formalities, if any.
- c. For all service RSA provider shall be fully committed to comprehensive co-ordination till the vehicle is delivered at the destined workshop/ Bosch Service Outlet.
- d. Note: In scenario where BOSCH Service Outlet is beyond 50 KM from breakdown location than customer shall be given an option to transfer his /her vehicle to any workshop of his preference within 50 km radius of the breakdown location.
- e. In the event of vehicle being stuck in ditch, pit or valley, coordination will be done with external agencies where ever possible. Cost will be payable by the Customer. Any consequential damage during the process will be borne by the Customer. SLA not applicable in such cases.
- f. Interstate octroi charges, Toll charges as well as all other government taxes shall be borne by the customer. In case the nearest Service Outlet is in other state, customer has to bear all the transit charges (tolls, permits and other applicable government taxes).

**D. Battery Jumpstart:**

If the vehicle does not start due to a discharged battery, RSA Provider shall arrange to jumpstart the vehicle. Neither the supply of parts or replacement elements or charging of the battery, nor materials in general are included in this service coverage.

**E. Fuel Delivery:**

If the vehicle runs out of fuel RSA provider shall deliver up to 5 (Five) litres of fuel (petrol or diesel only) to vehicles. This Roadside Assistance is applicable within a radius of 50 km from nearest city covered by RSA provider. The cost of fuel has to be paid by customer online, or end customer can directly pay fuel charges to delivery person prior to activation of this service.

**F. Wrong Fueling:**

If fuel tank of the vehicle is filled with the wrong fuel, RSA shall bear the cost of emptying it, using RSA provider approved technicians. In case this service is not feasible, the vehicle shall be transferred to the nearest Service Outlet of BOSCH.

**G. Flat Tyre Support:**

If the vehicle has punctured or burst tyre(s) or bolts or valve related issues, RSA provider shall take care of changing it with the spare tyre carried in the customer's vehicle. In a case where spare tyre cannot be used, RSA provider shall accompany the Customer to the nearest tyre repair shop and back to vehicle. The customer shall have to pay directly to the tyre repair shop for repair and RSA Provider shall not be held responsible for the quality of workmanship of such repairs. For vehicles stranded far away from relevant tyre repair shops, RSA provider shall transfer the vehicle to the tyre repair shop.

**H. Replacement Keys:**

If the keys necessary to access or operate the Covered Vehicle are lost or misplaced, the Customer may request the urgent forwarding through courier of another set from his/her place of residence, which must be given, by a person designated by the Customer by written, and duly notified to RSA service provider with access to a copy of the keys, to a representative of RSA Service Provider up to a limit of Indian Rupees Three Hundred & fifty only (INR 350). Identity proof of the Customer shall be required for delivery of the keys. This service is applicable within a radius of 50 km. from the Customer's registered address. In case such an incidence happens beyond 50 km RSA Service Provider shall arrange for sending the same through courier.

**I. Suitable Hotel Accommodation**

- a. In the event of a mechanical or electrical breakdown occurring beyond 100 km from customer's place of residence (as registered during enrolment into the Program); the vehicle is transferred to nearest authorized Service Outlet and cannot be repaired the same day, then RSA Provider shall arrange for any one of the following benefits, wherever available, subject to schedule repair time more than of 8 (Eight) hours::
  - Twin-sharing hotel accommodation for up to one night (4-star accommodation or lower, as per availability) i.e. up to Rs 5,000/- Per family (2 Adults & 2 Children). Hotel accommodation shall include room rent and taxes (breakfast, if included in the rent). It shall, however, not include room service, food, mini-bar or any other expenses.
- b. These services shall be extended to cases irrespective of the cause of immobilization including mechanical or electrical and accidental breakdown and where the vehicle has to be necessarily transferred to the workshop. This benefit shall not be available to immobilization caused by accident, tyre faults or other minor causes.
- c. Various rules governing eligibility, luggage allowance and seating capacity shall be applicable as enforced by hotel, or transportation party or airlines.
  - Note: number of person shall be based on permissible capacity of the covered vehicle broken-down.

**IV. How to avail Roadside Assistance**

The Customer shall be required to follow following process to avail services under the Roadside Assistance:

**Reach through Phone:**

- Dial the 24X7 toll free no. 18005727999
- Identify your vehicle with the VIN (ABCDXXXXXXXXXXXX) or Registration number that is available in registration or Bosch MaxCare package certificate
- Share exact location of the vehicle with landmarks and tell about the problem you face with the vehicle
- Call centre will advise you on further action

#### V. Exclusions on Roadside Assistance

Under following conditions, the Roadside Assistance will be denied:

- Any vehicle which is not maintained regularly as per respective OEM's guidelines and thus is not in roadworthy condition;
- If vehicle age exceeds 12 years;
- In case, if assistance is provided based on customer's assurance for vehicle and if customer cancels service once assistance person leaves his / her base location of after assistance person reaching the breakdown spot, next service for the same reason shall be offered on chargeable basis where payment shall be collected in advance through online channel by RSA provider
- In any case, if the Customer / beneficiary refuses to pay for the services offered on chargeable basis, the vehicle shall be disqualified or shall not be eligible for the service for balance duration of the Program;
- Any event when the driver of the Vehicle is found to be in any of the situations that are indicated below:
  - i. The state of intoxication or under the influence of alcohol, drugs, toxins or narcotics not medically prescribed
  - ii. Lack of permission or corresponding license for the category of the vehicle or violation of the sanction of cancellation or withdrawal of them;
- Any event where breakdown is caused by deliberately inflicted damage, vandalism or participation in a criminal act or offence;
- Any Customer history where Customer has, twice on prior occasions misused or abused the services;
- Those accidents resulting from the illegitimate removal of the Vehicle;
- Those accidents or breakdowns that are produced when the Customer or the authorized driver have infringed upon the regulatory ordinances as far as the requisites and number of persons transported, weight and means of things and animals that can be transported or the form of handling them as long as the infraction has been the determining cause of the accident or the causal event of the incident;
- Any Vehicle involved in or liable to be involved in legal case prior to or post immobilization;
- Damaged Door mirrors or broken rear-view mirror not obstructing driver's view.
- Events happening while the vehicle lacks documentation or requisites (including the Obligatory Insurance) legally necessary to ply on public roads;
- Events caused by fuels, mineral essences, and other inflammable, explosive or toxic materials transported in the Vehicle;
- Any public vehicle like ambulances, police vehicles and/or fire brigade Vehicles and any other vehicle not used for private use are excluded of all the services coverage under these general conditions;
- In event of breakdown, luggage that is not sufficiently wrapped or identified, fragile luggage or perishable products, and any commercial goods carried in the Vehicle shall not be covered for any consequential damages;
- Assistance to occupants of the Vehicle different to those defined as beneficiaries;
- Any animals carried in the Vehicle;

#### The following vehicles cannot be covered under the program:

- Those used for self-drive or reward, except if expressly included above.
- Those used for the transportation of goods.
- Those with more or less than 4 wheels.
- Those not powered exclusively by an internal combustion engine.
- Those with an authorized maximum weight exceeding 3,500 Kg.
- Those with dimensions greater than:
  - a. 2.5 meters in height.
  - b. 2.5 meters in width
  - c. 5.1 meters in length;
- Events not covered under the program:
  - a. Boot cannot be opened
  - b. Non-functional horn. If the horn is activated incessantly, the Services shall be provided
  - c. Faulty fuel gauge
  - d. Non-functional Speedometer
  - e. Non-functional sunroof operation
  - f. Non-functional Air-conditioning.
  - g. Non-functional demisters
  - h. Vehicle headlights not functional during day time.
  - i. Non-functional Seat adjustor but the vehicle can be driven safely
  - j. Illumination warning lamp of ABS, airbag warning or traction control or any such non-safety related lights/service warnings lights which do not render the vehicle immobilized.
  - k. In the event of passenger doors not opening or seatbelts not functioning and there are no passengers except the driver
  - l. Damaged door glasses or non-functional windows when there are no security or weather risks.

- m. Broken rear-view mirror not obstructing driver's view.
- n. Damaged or faulty fuel cap but vehicle has sufficient fuel to reach the nearest authorized Service Outlet
- o. Windscreen wipers turning faulty in fair weather or vehicle running out of windscreen wiper fluid.
- p. Vehicle pick up and drop for routine maintenance
- q. Electronic Vehicle security system are faulty but do not render it immobilized and the alarm is not hooting continuously.
- r. Services are tend to change without intimating to customer and hence customer shall not hold RSA provider responsible for the same.

The problems / situations mentioned above do not immobilize the Vehicles. It is important to consider that such a program is designed for emergencies. However, as it is our endeavor to provide best customer support our Assistance Coordinators (ACs) are trained to assess situation. In any such case if an AC feels that customer's safety might be at risk or she may be in adverse situation, assistance shall be activated as a goodwill measure.

#### VI. Delegation

All the services under the Roadside Assistance shall be provided by RSA Provider [TVS Auto Assist] on Behalf of Assurant Automotive Warranty Solution (India) Private Limited Formerly Known as TVS TWG Warranty Solutions Limited.