

Warranty Terms & Conditions - River Indie

M/s.River Mobility Private Limited (hereinafter referred as the “Company”) gives the following warranty in respect of the “River-Indie” Scooters manufactured by them.

Every possible care and precaution have been taken to ensure quality in respect of the material & workmanship in the vehicles manufactured by the Company. The Company will repair or replace at their Authorised Workshops, free of cost on examination of the vehicle and any manufacturing defect(s), if found, in part(s), within a period of:

1. Manufacturer warranty of 3 Years or 30,000 Kms whichever occurs earlier from the date of sale subject to fulfilment of condition stipulated in part A, B & C given here under.
2. Extended warranty, if opted, of 2 years or 20,000 Kms whichever occurs earlier from the expiry of manufacturer warranty subject to fulfilment of condition stipulated in part A, B & C given here under.

The singular shall include the plural and vice versa and he/she shall include person, firm or corporation.

Part-A:

Warranty claims in respect of such items like Battery, Motor, Motor Control Unit, DC-DC converter, telematics unit, display unit, charger and other part(s), though claimed through us, are subject to acceptance of the Company. In all such cases the decision of the Company will be final and binding.

In the event of replacement of part(s) on warranty claims, the Company reserves the right to select and use suitable replacement part(s) at the Company's sole discretion. All part(s) removed or replaced under this Warranty Policy will become the property of the Company and the Customer shall have no right therein.

Part(s) which undergo wear and tear shall not be included in the warranty claims from the first day of sales. The Company shall undertake no liability in the matter of consequential loss or damage caused due to the failure of the part(s).

Delay, if any, at the repairing workshop in carrying out repair to vehicle shall not be a ground for extending the warranty period, nor shall it give any right to the customer for claiming any compensation for damages. The Company reserves the right either to repair or replace the defective part(s).

Warranty shall cease to operate in case of an accident, on part(s) affected by the accident.

Part-B:

No claim for exchange or repair can be considered unless the customer:

1. Ensures that immediately upon detection of the defect, he approaches any nearest Company's Authorised Dealers with the concerned vehicle, and enables him to remove and dispatch the part(s) attributing the manufacturing defect to the Company.
2. It must be expressly understood that claims forwarded directly to Company by the owner/customer will not be entertained at all and such defective part(s) thus forwarded by them will lie at the Company's factory at their own risk, and this warranty shall not be enforceable.

To avail benefits of warranty, following are mandatory:

1. Availing of initial free services as indicated in the user manual of the respective vehicle without lapse.
2. Availing of paid inspection at subsequent 2500 kms or three months from last service/inspection whichever occurs first without any lapse.
3. Availing of paid service at subsequent 10000 kms or one year from last service whichever occurs first without any lapse
4. Availing of all above services at the Authorised Vehicle Dealers & Recommended Authorised Service Dealers.
5. Usage of only recommended Brake oil, Fork oil, Grease, Brake Oil - DOT 4 at specified frequency for drain intervals of 20,000 Kms.
6. Replacing mandatory part(s) such as brake disc, brake pads, belt drive, drive pulley, fork oil seal, bearings, tires, brake oil, fork oil and other wear and tear as per periodic maintenance schedule or as mandated by service centre.
7. Once the part(s) are repaired or replaced with a new one, then the warranty will continue till the remaining of the warranty expiry period for the original part(s).

Part-C:

Further this warranty is NOT applicable to :

1. Normal maintenance operation like brake adjustment, cleaning of Important part(s) like battery, motor and other electronic part(s) done by service technicians.
2. Part(s) subjected to normal wear & tear like brake disc, brake pads, belt drive, drive pulley, fork oil seal, brake oil seal, bearings, tires.

3. Replacement of electrical items like LH & RH switches, LED Headlight, brake light, turn indicators, for aesthetic appearance, and rubber components like LH & RH handle grips, 'O' rings, bellows, turn indicators' rubber, etc as well as packings, gaskets, fasteners etc.
4. Replacement of plastics part(s) like Body panels are not included in warranty.
5. Oxidation of unpainted/painted part(s) in an acidic environment or in a coastal area.
6. All consumables like Fork oil, Brake Oil, Grease etc. are chargeable to customers.
7. Any defect arising due to above consumables not changed as per scheduled or if used other than the recommended one.
8. Any chrome plated or painted part(s) are prone to rust or corrosion in coastal areas or in acidic environments or due to neglected cleaning etc. However defects such as peeling, colour mismatch defects will be on sole judgement of the Company's authorised representative decision to replace the part(s).
9. Any part(s) of the vehicle that has been subjected to misuse, accident, negligent treatment or which have been used in conjunction with part(s) & an equipment not manufactured or recommended for use by the Company.
10. Any part(s) of the vehicle that have been assembled, disassembled, serviced, repaired, altered and modified or replaced in an unauthorised manner, including but not limited to use of wider tyres, use of non-recommended electronic part(s), etc.
11. Vehicles which are not being serviced at recommended/ authorised dealers as per the service schedule described or which have not been operated or maintained in accordance with the instructions maintained in the Owner's Manual.
12. Vehicles used for any competition or race and/or for attempting to set up any kind of record.
13. If additional electrical accessories such as - Bigger horn, additional lights, musical brake lights, etc. fitted on vehicle.
14. If the vehicle has been operated continuously after the warning notifying the customer of electrical or mechanical issue(s).
15. Defects caused by theft, vandalism, riots, terrorism, intrusion of animals/insects, fire or by natural calamities including, but not limited to, waterlogging, floods, earthquakes, typhoons, or any other act of God.
16. Failure to maintain the odometer/mileage recorder in working condition or disconnecting it or tampering with it will lead to refusal of claim.

17. Defects or damage caused by corrosion, overheating, freezing, abuse by the continued use of the vehicle after a fault has become evident, or lack of timely servicing.
18. If the vehicle has any damage caused during the transportation of the vehicle or lifted at the wrong point will not be covered under warranty.
19. Vehicle identification number/chassis number and motor serial number on vehicle has been deleted, defaced, altered or otherwise tampered.
20. Normal phenomenon such as noise, vibration, oil seepage which are considered not to affect the performance of the vehicle.
21. Any failure arising due to use of non-recommended battery charger.

The Company reserves the right to make any changes in design or to add any improvements on the vehicle at any time without incurring any obligation to install the same on a vehicle previously supplied and sold. Also, the conditions of this warranty are subject to alteration without any notice.

This warranty is the entire written warranty given by the Company for “River - Indie” Scooters and no other dealer or his agent or employee is authorised to extend or enlarge this warranty.

Limitations for Battery Warranty:

1. Battery is warranted against manufacturing defects & drop in kWh values. Battery warranty does not cover failures due to accidental damages, misuse or improper care of the batteries.
2. Regular servicing of vehicles at authorised service points is extremely important as during servicing, batteries are also checked for their state of health and corrective action taken to stop any further damage or permanent failure. Warranty will cease if service is not done as per the schedule mentioned in the Owner's manual.
3. The battery like any other batteries is consumable and will experience gradual capacity loss with time and usage, which is considered as normal wear and tear. The battery will only be considered as a failure for repair/replacement if the degradation or performance of the battery goes less than 80% of original capacity/performance.