



RSA Certificate

Congratulations for enrolling into RSA program.

Kindly quote your VIN: - **MALAF51CLLM112970** for 24X7 Roadside Assistance.

Customer Details

Name : AMENDRA KUMAR
Address : MHN LKO , lucknow,
uttar pradesh - 226006
Email : AMENDRA.DUTT@GMAIL.COM
Mobile : 7499242547

Vehicle Details

Model : santro
VIN : MALAF51CLLM112970
Vehicle Registration Number : UP32LS2792
Variant :

RSA Program Details

Reg. No. / Unique Sr. No : 305359
Program Description : One year program
Program Start Date : 10/19/2023

Program Reg.Date : 09/06/2023

Program End Date : 10/19/2024

Registering Dealer

Dealer Name : BEEAAR HYUNDAI

Dealer Code : N3411

☐ I have understood the terms & conditions for the RSA program given along with this certificate & I agree to abide by the same I also understand that my contact details will be shared with authorized vendor partners to serve me better as per the T&C.

Customer Signature

RSA Toll Free (24 X 7)
1800 102 4645

BEEAAR HYUNDAI

Stamp & signature of RSA program selling dealer

RSA is facilitated & assisted by M/s AWP Assistance.

INVOICE

AWP ASSISTANCE(INDIA) PRIVATE LIMITED

1st Floor, DLF Square, M- Block, Jacaranda Marg
DLF City Phase – 2, Gurgaon, Haryana – 122002
GST – 06AAFCM1460J1ZK
CIN – U63040HR2007PTC041959
Website Address – www.allianz-assistance.in

Bill To : AMENDRA
Mob.No : 7499242547
Address : MHN LKO,lucknow,
uttar pradesh - 226006

| Invoice no | Date of issue |
|---------------|---------------|
| HRP0923/00868 | 09/06/2023 |

| Description | Amount |
|--|---------|
| Description Of Services-HYUNDAI ROADSIDE ASSISTANCE RETAIL- One year program | |
| Service Fee- | 1152.00 |
| Less Discount/abatement | |
| Taxable Value | |
| IGST@-18% | 207.36 |
| UTGST@- | |
| Total Amount(including Tax) | 1359.00 |
| Place Of Supply And State: UTTAR PRADESH | |
| Service Accounting Code: 996744 | |

For **AWP ASSISTANCE(INDIA) PRIVATE LIMITED**

Authorized Signatory

Whether Tax Payable under reverse charges

No

Please note - This is computer generated invoice, hence no signature required.



Dear Owner,

We thank you for choosing Hyundai Roadside Assistance for your Hyundai vehicle.

Congratulations for opting the Hyundai Roadside Assistance for your Hyundai vehicle. The Hyundai Roadside Assistance Program is established to bring an extra measure of security and comfort to you being a Hyundai owner.

The Hyundai Roadside Assistance is designed to enhance your overall Hyundai ownership experience by providing 24X7 Roadside Assistance emergency support for 1 year (as opted) starting from date of purchase of program, in unfortunate event of vehicle breakdown or accident of your Hyundai vehicle. This Roadside Assistance Membership Service booklet is your guide for to all of the services and benefits available to you as member of Hyundai Roadside Assistance. We recommend you to read it carefully to understand the services fully and always keep it with yourself specially when you travel. We also recommend you to keep these records always be with your vehicle as these will be required for your own information, your servicing dealer, Hyundai Roadside Assistance and any subsequent owner. The Hyundai Roadside Assistance is driven by Hyundai Motor India Limited and will be honoured by all Hyundai Authorized Dealers in India.

We wish you continued overwhelming motoring experience with Hyundai.

Happy Motoring !

How to Request Assistance

In the event of a breakdown or accident, simply call the Hyundai 24X7 Roadside Assistance on the Toll Free Number* 1800 1024645 (*In case of difficulty in reaching this tollfree number from your phone network, please dial 01242564645. Callcharges apply)

Always be with the following information in hand when you call for assistance:

- Your name and contact phone number
- Vehicle Registration number
- Vehicle identification number (Vin no. / Chassis no.)
- Vehicle Model
- Date of purchase of vehicle
- Name of the dealer from whom vehicle was purchased
- Description of the problem
- Exact location of vehicle

Covered Events

The roadside assistance is a nationwide service provided to mobilize vehicle which has become disabled due to unexpected breakdown. While providing roadside assistance, we carry out temporary repairs and not regular maintenance which are normally carried out at Hyundai authorized workshops.

Covered Period

As per Subscription for 1/2/3years as Opted at the time of purchase.

Covered Area:

This Assistance will be provided anywhere in India.

Benefits:

- Tyre Problems: We will change a wheel with a flat tyre provided the vehicle has a roadworthy spare available. If a spare is not available we will tow the vehicle to the nearest Hyundai authorized workshop.
- Key problem: We will try to retrieve the spare keys in case the original keys are lost, broken or locked in the vehicle (if you are in the same city of your residence) or else we will try to open the vehicle. In case if we cannot open the vehicle we will arrange to tow the vehicle to the nearest Hyundai authorized workshop.
- Fuel Problem: If a vehicle runs out of fuel, we will supply enough fuel to drive your vehicle to the nearest fuel filling station. In case of incorrect fuel or contaminated fuel we will tow your vehicle to the nearest Hyundai authorized workshop station free of charge.
- Battery problem: In case of a dead or discharged battery, jumpstart services will be provided to mobilize your vehicle at the breakdown location.
- Vehicle Recovery following mechanical, electrical breakdown or an accident: In the case of a mechanical or electrical failure or a road accident if your vehicle is immobilized and needs towing you can choose to have your vehicle towed free of charge basis to Hyundai authorised workshop for your vehicle to be repaired. Your vehicle can be towed to your preferred Hyundai authorized workshop within 10km of the nearest dealership from the breakdown.
- Urgent Message Relay: You will be provided with urgent message relay service to contact with your family, friends, and/or work colleagues in the event of a vehicle breakdown or accident.

Terms & Conditions:

- Unlocated or Unattended Vehicle: In case of a breakdown, you must be able to provide us with the correct location of your vehicle. In correct or incomplete information may cause a delay in provision of our services. You or an authorized representative must be present with the vehicle at the agreed meeting place when we arrive. If the vehicle is not attended when we arrive services cannot be provided.
- Vehicle is off road: In case the vehicle is not on gazette, bitumen road and if there is a need to arrange special equipment (any equipment other than standard towing equipments), the charges of such equipments are not part of the roadside assistance program. The charges for arrangements of special equipments are to be borne by you directly.
- Repair and Labour charges: The roadside assistance program does not include the labor charges, parts replacement costs associated with repair of the vehicle.
- Excessive Usage: If we consider in our reasonable opinion that you have received (and continue to request) roadside assistance benefits on an excessive number of occasions in a subscription year, we may refuse to provide further roadside assistance free of charge. We will offer an alternative service at your own expense such battery jumpstart or towing services for roadside assistance payable at the time service is requested.
- Entitlements are available after 48 hours: All the benefits under the roadside assistance program became available 48 hours after you have purchased the subscription.
- Contacting the call center is mandatory: The Hyundai Roadside Assistance is available only if the above mentioned numbers are contacted. In case you opt for your own vehicle assistance or towing services without informing the roadside assistance call center the cost for the same shall be borne by you.

Non Covered Events:

Hyundai Roadside Assistance is established to help in event that leads to stoppage / immobilization of your vehicle. As a result, this program will not cover any of the following events that you may encounter while driving your vehicle.

- Faulty fuel gauge
- Speedometer not working
- Airconditioning is not working
- When the passenger door(s) cannot be opened and there are no passengers in the vehicle
- Boot cannot be opened
- The front and/or rear demisters are not functioning
- Horn is not functioning. If the horn is sounding continuously, the Assistance Services will be provided
- Damaged door mirrors
- When the rear view mirror is damaged but it does not obstruct the driver's vision
- Damaged or faulty fuel cap but vehicle has not run out of petrol and there is enough fuel in the tank to enable the vehicle to reach the nearest authorized

Hyundai dealer

- When the sun roof cannot be opened
- When the sunroof cannot be closed but weather conditions are fair and the vehicle is not exposed to any security risk
- When windows cannot be opened
- When windows cannot be closed but weather conditions are fair and the vehicle is not exposed to any security risk
- Seat adjuster is faulty but the vehicle can be safely driven
- When passenger seat belts are faulty but there are no passengers in the vehicle
- Faulty security system unless the vehicle is immobilized or unless the alarm is sounding continuously
- Transmission stuck in sports/winter mode
- When the ABS lights are illuminated
- Air bag warning lights are illuminated
- Traction control lights are illuminated
- Other nonsafety related lights/service warnings are illuminated
- When your Vehicle runs out of windscreen wiper fluid
- Front windscreen wipers faulty but weather conditions are fair
- Rear windscreen wiper faulty
- Vehicle pickup and drop for routine maintenance is not included

Special Exclusions:

The following scenarios are special exclusions under the Hyundai Roadside Assistance, and therefore we will not be responsible for any assistance costs as a result of any of the following:

- Vehicle is involved in motor racing, rallies, speed or duration tests, practice runs or operated outside official roads
- Assistance is required as a result of wars, riots, uprising, mass political demonstrations, pillage, strike, use for military purposes or acts of terrorism, earthquake damage, freak
- weather conditions, atmospheric phenomena, nuclear transformation phenomena or radiation caused by artificial acceleration of atomic particles.
- Breakdown is caused by deliberate damage, vandalism or participation in a criminal act or offence
- The immobilization is resulting from damage caused by intervention of the police or other authorities
- Any damage resulting from the use of the vehicle against the recommendations of the owner manual
- Any consequential costs and/or damage to property as a result of a breakdown

Adverse Weather

On occasion of adverse weather conditions such as floods, heavy rain, thunder / lightning or other external factors may affect our ability to provide services and it may become physically impossible to assist you until the weather improves. During such times, our main priority will be to ensure that you and your passengers are taken to a place of safety; the recovery of your vehicle may not be possible until weather conditions permit.

External Factors

Hyundai Roadside Assistance Program will take every effort to reach you once you make the call however the response time may vary depending on, among other things, the breakdown location of the vehicle and the general demand for roadside assistance at the time of your request is received.

Locked Keys

Whilst we will always endeavor to provide assistance by the most efficient method, modern security systems sometimes make it extremely difficult for us to gain entry to your vehicle at the roadside should the spare keys not be available. If a forced emergency entry is required, you will be asked to sign a declaration stating that you have granted permission for this to take place and confirming that all costs relating to any resulting damages to your vehicle will be your sole responsibility.

Right of Refusal

Hyundai Roadside Assistance shall have the right to refuse any or all benefits under the program, if it is found that you had furnished false information relating to your eligibility or entitlements to the benefits provided under this program.

Disputes

Courts situated within the jurisdiction of New Delhi alone shall have the exclusive jurisdiction to decide all disputes that may arise under this service.

SUMMARY

AFTER READING THIS MANUAL, YOU SHOULD UNDERSTAND.

1. What all is covered and not covered in the Hyundai Roadside Assistance Program
2. You should retain "Hyundai Roadside Assistance Program guidelines" always and produce whenever required.
3. The Roadside Assistance will be activated post 48 hours of certificate generation
4. This manual must remain with the vehicle if the vehicle is resold

If you have any questions, your Hyundai authorized workshop dealer / Hyundai Roadside Assistance will be happy to assist you.

Disclaimer:

HMIL shall be under no liability whatsoever in respect of any loss or damages arising directly or indirectly due to any delay or non-delivery of the services under the Hyundai Road Side Assistance Program. In case the vehicle cannot be mobilized onsite, Customers are advised to use the towing facility as may be arranged by HMIL Road Side Assistance Program, Vendor personnel for taking the vehicle to the nearest authorized workshop. In no condition, shall the vehicle be towed to any unauthorized workshop. Customer agrees, that it shall be a condition precedent that the Customers remove their personal belongings like laptops, wallets, mobile phone and other such valuable items before allowing the Road Side Assistance Vendor personnel to tow the vehicle and also take an inventory list of other belongings inside the vehicle including, the current physical conditions of the vehicle like dents, scratches, tools and stepney tyre and to verify the list before taking possession of the vehicle from the authorized workshop. HMIL at its discretion may refuse to render these services to any such Customers who in the reasonable discretion of HMIL is misrepresenting the facts, in relation to the vehicle or any other details sought by the Road Side Assistance call center or the personnel and/or in the event of unruly, rude, use of abusive and foul languages, physical abuse and such other similar behavior to the Road Side Assistance Vendor's personnel by the Customer or the occupant of the vehicle. HMIL reserves the right to change or modify any of the services and the charges thereto that are rendered in this Road Side Assistance Program without any notice. All disputes arising out of this Road Side Assistance Program shall be submitted to a sole arbitrator to be appointed by HMIL and the place of arbitration shall be HMIL Office at Jasola, New Delhi. The arbitration proceedings shall be governed by the Arbitration and Conciliation Act, 1996 and shall be conducted in English. The Courts of Delhi shall have the jurisdiction.