

ChatBot Static

Color Coding-

Dark Red- For welcome statement.

Dark Blue- For main questions

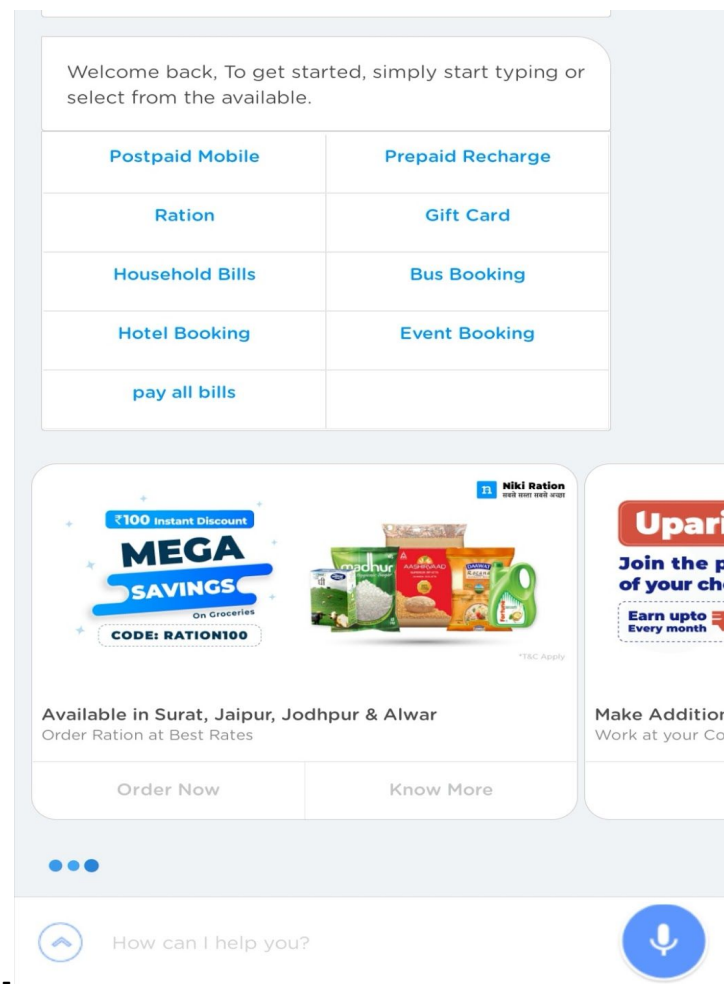
Dark Green- Main questions category

Dark Orange- Subcategory of main questions category

Dark Pink- Final description of all above

Dark Black- Final Category or Reference texts if any

Reference Image-



Welcome you back, To get started, simply type your query or select from the available.

or/in some cases or sometimes use this

Good morning Abhijeet Pathak! Help me choose from the options below.

About Mekvahan!

Booking Cancellation!

Mekvahan Service!

Referrals!

SOS or Roadside Assistance!

Offers!

Mekvahan Service Hours!

Unable to find my service!

Mekvahan Support!

More!

A. About Mekvahan!

Mekvahan is a platform of curated set of service network partners who follow tightly defined rules and regulations to deliver superior customer experience. Few other benefits to you -

- a. Book a service at any time from Mekvahan website or mobile app & get an instant confirmation.
- b. Doorstep pick up and drop by Mekvahan service providers.
- c. All details about the vehicle (information & pictures if any) captured by the Mekvahan users on the website & mobile apps are used and verified instantly by the service partners and the providers.
- d. All estimates, revised estimates, work detail, service engineer etc are uploaded by the service partners on the Mekvahan Service Partner web & mobile application.
- e. Customers can eventually pay at his doorstep by card or cash. Mekvahan provides an advisory layer for the customer by using historical aggregated data to advise the customer about any abnormal jobs being undertaken by the service center. Mekvahan has an expert team, which then coordinates to clarify and satisfy the customer about these issues.

B. Mekvahan Service!

Car Service!

General Service:

1. Primary Service

When do we require this?

On Every 5,000 kms or 3 Months.

1. When Oil leakages happen.
2. Drop-in fuel economy.
3. When Unwanted noises occur.
4. When you feel Rough driving experience.

**Any other additional problems will be reported post vehicle inspection.*

Description:-

1. Free pick-up and drop.
2. 20 point check-up.
3. Replacement of different consumables parts.
4. Refilling of different fluid top-ups (such as brake fluid,engine oil, wiper fluid, etc).
5. Free exterior wash.
6. Free interior cleaning, vacuuming, and polishing.
7. 10 Days service Support.

What all is covered?

1. Free Pick-up & Drop.
2. Complete Exterior Wash.
3. 20 Points Inspection.
4. Interior Vacuuming, Polishing, and Cleaning.
5. Dashboard and Door Polish.
6. Parts Replacement.
7. 10 Days service Support.

Name	Item Action
Engine oil	Replace
Coolant	Top up
Air Filter	Clean
Oil Filter	Replace
Spark plug	Clean
Wiper Fluid	Top up
Exterior Body	Wash
Interior body	Vacuuming with polishing
Battery Water	Top up
20 Points	Check

2. Standard Service
3. Comprehensive Service

Repairing:

1. Comprehensive Checkup
2. Brake/Disk Pad Replacement
3. Ac Check
4. Ac Gas Refill
5. Ac Service
6. Clutch Check
7. Battery Charging/Replacement
8. Other Diagnosis
9. Car Scanning

Wheel Care:

1. Wheel Alignment
2. Wheel Balancing
3. Wheel Alignment And Balancing
4. Tyre Replacement

Denting And Painting:

1. Bumper Front
2. Bumper Rear
3. Quarter Panel Left
4. Quarter Panel Right
5. Running Board Left
6. Running Board Right
7. Dicky
8. Bonnet
9. Roof
10. Full Body
11. Fender Left
12. Fender Right
13. Door Front Left
14. Door Front Right
15. Door Rear Left
16. Door Rear Right

Car Care:

1. Car Wash
2. Interior Dry Cleaning
3. Exterior Rubbing & Polishing
4. Complete Car Detailing

5. Teflon Coating
6. Nano Coating

Others:

1. Other Mechanical Problems
2. Other Electrical Problems

Content Link - https://docs.google.com/document/d/14itCn2KHJ7ndGq1zRZcxvOOfDJAOUsfXJUr-GTzNT_E/edit

Bike Service!

General Services:

1. Standard Service
2. Comprehensive Checkup
3. Health Inspection

Repairing:

1. Brake Shoe Replacement
2. Brake Pad Replacement
3. Clutch Cable Replacement
4. Brake Pad/ Disk Pad Replacement
5. Disk Brake Bleeding
6. Disc Plate Replacement
7. Disc Caliper
8. Master Cylinder Overhaul
9. Brakes Cleaning
10. Accelerator Cable Replacement
11. Speedometer Cable Replacement
12. Seat Cable Replacement
13. Brake Cable Replacement
14. Throttle Cable Replacement
15. Choke Cable Replacement
16. Clutch Lever Replacement
17. Brake Lever Replacement
18. Rear Brake Pedal Replacement
19. Clutch Cable Replacement
20. Lock Assy Or Ignition Key Assy Replacement
21. Cone Set Or Steering Ball Race Replacement
22. Switch Assembly Replacement
23. Wiring Check Up
24. Wiring Harness Replacement
25. Magnet Coil Checkup
26. Wiring Overhaul

Wheel Care:

1. Tyre Replacement
2. Spoke Wheel Replacement
3. Alloy Wheel Replacement
4. Rim Or Alloy Wheel Truing
5. Wheel Bearing Replacement
6. Tyre Tube Puncture
7. Tyre Tubeless Puncture
8. Tube Replacement

Body Part Fixer:

1. Center Stand Replacement
2. Handlebar Replacement
3. Side Stand Replacement
4. Mirror Replacement
5. Lock Set Replacement
6. Footrest Replacement
7. Mud Guard Replacement
8. Crash Guard Replacement
9. Chain Cover Replacement
10. Fork Bend Removal
11. Headlight Unit Replacement
12. Headlight Bulb Replacement
13. Tail Light Bulb Replacement
14. Indicator Bulb Replacement
15. Fuse Replacement
16. Parking Bulb Replacement

Bike And Engine Care:

1. Oiling And Lubricant
2. Coolant Top Up
3. Battery Distilled Water Top Up
4. Half Engine Overhaul
5. Full Engine Overhaul
6. Clutch Overhaul
7. Battery Charging
8. Battery Replacement
9. Fork Oil Replacement
10. Brake Fluid Replacement
11. Carburettor Clean
12. Spark Plug Replacement
13. Air Filter Replacement
14. Chain Sprocket Replacement
15. Front Fork Or Seal Replacement
16. Petrol Pipe Replacement
17. Tappet Adjustment
18. Bike Wash And Polish

Others:

1. Other Mechanical Problems
2. Other Electrical Problems

Content Link - https://docs.google.com/document/d/14itCn2KHJ7ndGq1zRZcxvOOfDJAQuSfxJUr-GTzNT_E/edit

SOS Service!

1. Flat Tyre

Description:

Tyre punctured by sharp objects. Our service providers get the puncture removed.

- ID proof copy of the customer is mandate.
- Flat tyre fixing cost is only for one puncture. Additional punctures will be charged extra
- All the spares, consumables & accessories are charged extra
- Car tube tyre punctures can not be fixed on the spot.
- We will charge 149INR for Bike & 249INR for Car if the request is cancelled after our technicians reach the spot

2. Battery JumpStart

Description:

Battery is fully discharged & the engine is not cranking. Our service providers give external charge to the battery to get the ignition working.

- ID proof copy of the customer is mandate.
- All the spares (Battery), consumables & other accessories are charged extra
- We recommend to keep the vehicle ON for at least 40 Minutes after the Jumpstart
- We will charge 149INR for Bike & 249INR for Car if the request is cancelled after our technicians reach the spot

3. Key Recovery

Description:

Key is lost somewhere and key socket not working. Our service provider change the key lockout or repairs it.

- ID proof copy of the customer is mandate.

- Customer should be available while doing unlock
- The Vehicle registration certificate should match with the customer identity
- All the spares (Keys, Key Set, Fuses etc), consumables & other accessories are charged extra
- We provide only a temporary solution & we recommend our customers to get a complete service done from an authorised service center.
- We will charge 149INR for Bike & 249INR for Car if the request is cancelled after our technicians reach the spot

4. Emergency Fuel

Description:

Vehicle is not starting or vehicle turns off after ignition. Our service providers will be sent to the location with fuel requested.

- ID proof copy of the customer is mandate.
- Fuel cost is charged extra on actual price in the city.
- We will fill the fuel to the Car or Bike in front of the customer.
- Fuel delivery is available depending on the fuel availability in the city.
- We will charge 149INR for Bike & 249INR for Car if the request is cancelled after our technicians reach the spot

5. Emergency Towing

Description:

Vehicle is not starting or the vehicle got broken down, some time after ignition. Our service provider provides a forklift or flatbed/ crane towing.

- ID proof copy of the customer is mandate.
- Beyond 15KMs (Per KM) 30INR
- Waiting charge is applicable beyond 40 Mins delay in onloading/offloading the vehicle
- Waiting charges - 249INR (Day) & 400INR (Night) for every one hour
- Toll charges, Parking charges & Permits are extra
- We will charge 149INR for Bike & 249INR for Car if the request is cancelled after our technicians reach the spot

6. Onsite Assistance

Description:

Horn malfunction occurs, headlights not working and wiper blade not working. Our service provider repairs or replaces it.

- ID proof copy of the customer is mandate.
- The above cost is only for Minor fixes on-spot which can be done within 15-20mins. If any major work involved then it will be charged extra
- All the spares, consumables & accessories are charged extra
- We will charge 149INR for Bike & 249INR for Car if the request is cancelled after our technicians reach the spot

7. Chauffeur Service

Description:

Our professional & trained drivers whose job is to drive your car or bike for the user from one location to another location.

- ID proof copy of the customer is mandate.
- Beyond 15KMs (Per KM) 30INR
- Waiting charge is applicable beyond 40 Mins delay in onloading/offloading the vehicle
- Waiting charges - 249INR (Day) & 400INR (Night) for every one hour
- Toll charges, Parking charges & Permits are extra
- We will charge 149INR for Bike & 249INR for Car if the request is cancelled after our technicians reach the spot

8. Technical Support

Description:

Tech support and detailed information on any mechanical or electrical issues/issues in the user's car or bike or any other external issues like horn malfunction occurs, headlights not working and wiper blade not working. Users can directly talk with the OEM/OES or vehicle brand tech support team.

9. Cabs & More

Description:

Any Outstation Cab can be booked.

- ID proof copy of the customer is mandate.
- We will charge 149INR for Bike & 249INR for Car if the request is cancelled after our technicians reach the spot

C. Mekvahan service hours!

We give Regular service 9 AM to 9PM and SOS or Emergency services 24*7 to our esteemed customers.

D. SOS or Roadside assistance!

You can avail emergency assistance (onsite or roadside assistance) on click of a button for towing, breakdown, key recovery, out of fuel, door lock etc. Most importantly you don't need any subscription to avail this service and you can track help arriving to you when your family or you are in a distress situation. Always be assured of a Mekvahan assist partner to be around you and reach you within 45 minutes. No more calls and queues when you need quick assistance.

E. Mekvahan Support!

Our 24x7 customer support is available to assist you either through Help section in the App or you can directly connect with our support team at +91-7838878899

F. Unable to find my car or bike!

We service every kind of cars and bikes with accuracy and transparency and if you don't find any model on our website or mobile app then contact us with our support team 24*7 (+91-7838878888) and get an instant quote.

G. Unable to find my service!

We provide every kind of car and bike services with accuracy and transparency and if you don't find any model on our website or mobile app then contact us with our support team 24*7 (+91-7838878888) and get an instant quote.

H. Booking Cancellation!

You can simply go to the "Bookings" section of the App and cancel the booking anytime before your vehicle is picked up or in any case you face difficulties contact us with our support team 24*7 @(+91-7838878888).

I. Referrals!

Help us grow by introducing Mekvahan to your friends and also earn rewards. On every friend you invite, you can get upto Rs. 500 off.

Share your invite code "ABHI20" with your friend.

After you refer someone, you and the referee each will get a credit of ₹100 & ₹50 in your respective wallets (after both of you download the app) and an additional credit of ₹25 & ₹75 (after both of you complete the first service of minimum ₹500).

J. Offer or Offers!

Coupon code available - **MVNEW** “ Flat 50% off on any service upto ₹200”. (Available for first time users only)

K. Mekcoins Wallet!

We, at Mekvahan, think that discounts and cashbacks have become a trend today to acquire and retain a user base more & more and the time has come to introduce new measures to provide bigger and better benefits to everyone. To that, we introduce MekCoins Wallet , the new way to earn, transact & save on Mekvahan Services.

App install Offers/promo codes/ coupons/cashbacks can be used to earn Mekcoins, which is automatically credited in your wallet basis the specific T&C of the offer. You can add MekCoins with the help of coupon codes on the redeem voucher page. In one transaction, you can either

- **Earn new Mekcoins as cashback**
- **Use the existing Mekcoins as Discount**

Depending on the offer and T&Cs applied.

L. FAQs

1. Is Mekvahan a service center?

We don't own physical service centers. Mekvahan is a stack that has partnered with authorized, multi-brand and independent garages with defined specifications and expertise. They have curated their specialization and listed it on the Mekvahan platform. We prefer to empower customers with the choice to select their service center depending on the job requirements and customer priorities.

2. How is Mekvahan better than other aggregators?

Mekvahan doesn't confuse customers with too many options. We keep it simple with few options with best-suited structure and coverage for your vehicle at a very competitive price available in the market. Mekvahan acts as a single point of contact to manage any service, repair, maintenance service or damage with specifications in an organized structured way.

3. Pickup and drop off service of my vehicle is chargeable or free?

Absolutely free, Mekvahan gives you free pickup and drop off service (validating certain T&Cs).

4. Which parts and inventory do we use?

Mekvahan uses only genuine parts and inventory (supplied directly from verified OEMs or OESs) for customer benefit.

5. Are we providing any warranty period?

Our every kind of service comes under the particular warranty period (based upon the class of service availed).

6. Which type of cars and bikes do we service?

We service every kind of cars and bikes with accuracy and transparency and if you don't find any model on our website or mobile app then contact us with our support team 24*7 (+91-7838878888) and get an instant quote.

7. Which engine oil grade do we use in the car or bike service?

We use the best suitable grades of the top brands available in the market according to the need and model of the vehicle for the engine oil requirements.

8. What if I face any issue after the service of my car or bike?

We automatically give you an unconditional warranty period on service for your car/bike when you book your service. Apart from this, our 24x7 customer support is available to assist you.

9. Why is mekvahan better for your car rather than authorised service centre or local vendor?

Quality is hard to assure from the local service centres and there is no sense of transparency in the services they provide.

The authorised service centres are unnecessarily expensive and multi-brand workshops don't have a standard operating procedure. Also, the quotations provided by these centres vary from one another.

10. How Can You Offer 40% Savings On Services?

Our distinctive business model enables us to provide affordable car services. We achieve savings on labour costs, centralized bulk procurement of spare parts, no real-estate overheads, and adept operational excellence, which are passed on straight to You as the customer.

M. If typo error then, (Customer use irrelevant words again and again), then first this message will appear;

I am sorry to inform you. Seems like we are unable to match your requirements. Starting Over!

Uske baad show this message

Good morning Abhijeet Pathak! Help me choose from the options below.

N. If customer type exit or cancel, then show this message

Understood! Thanks for using our services, we will talk again.