

Two Wheeler - Roadside Assistance Policy Wording

UIN - IRDAN141RP0035V01201920/A0003V01202324

Sr. No.	Service Type	Scope of Service
1.	Covered Distance	<p>The Covered Distance means ‘Covered Area upto maximum of 50 kms’ driving distance from the breakdown location of the Vehicle to the Authorized Service Provider (ASP) garage, which has been activated to provide the services.</p> <p>For the purpose of calculation, the Covered Distance will be considered from the breakdown location.</p>
Repair on site (ROS)		
2.	On Site Minor Repairs	In the event Covered Vehicle breaks down due to a minor mechanical / electrical fault / accident and immediate repair on the spot is deemed possible within the scope of services, Shall assist User by arranging for a vehicle technician to reach the breakdown location. Will bear labour cost and conveyance costs. Cost of Material & Spare Parts if required to repair the vehicle on the spot and any other incidental conveyance to obtain such material & spare parts will be borne by the User. This service will be provided in city streets, highways, national, regional and local roads, and only if the vehicle is not in a position to be driven to the nearest Authorized Service Center.
3.	Battery Drain	In the event Covered Vehicle is immobilized, while on trip, due to rundown battery, Will assist the User by organizing for a Vehicle technician to jump start the Vehicle with appropriate means. Will bear labour and conveyance costs. If the rundown battery has to be replaced with a new battery, the cost of such battery replacement and any costs to obtain the battery will be borne by the User
4.	Tyre problem / Change	In the event Covered Vehicle is immobilized due to a flat tyre, Will assist the User by organizing for a vehicle technician to take the Covered Vehicle to the nearest flat tyre repair shop for repairs & reattach the tyre to the Vehicle. Will bear labour cost and round-trip conveyance costs of the provider. Material/spare parts if required to repair the Vehicle will be borne by the User. All incidental charges for the same shall be borne by the User.
5.	Locked/lost broken keys	If the keys of the Covered Vehicle are broken/ lost/misplaced, (upon receipt of the request of the User) Will assist the User on a best effort basis in arranging for another set from his/her place of residence or office to the location of the Covered Vehicle by courier provided we have received the requisite authorizations from the User with regards to the person designated to hand over the same to us. The User is mandatorily required to provide a valid identity proof and proof of ownership of the Covered Vehicle at the time of delivery of the keys.
Towing		

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6.	Vehicle out of fuel / charge	<p>In the event Covered Vehicle runs out of fuel (due to leakage or otherwise) and hence is immobilized while on a trip, Will assist User by organizing for a Vehicle technician to supply emergency fuel (up to 5 liters on a chargeable basis) at the location of breakdown. Will bear labour and conveyance costs. The cost of the fuel will be borne by the User.</p> <p>In the event Covered Vehicle runs out of charge and hence is immobilized while on a trip, Will assist the User by towing the Covered Vehicle to the nearest charging station. Will bear labour and conveyance costs. The cost of the charging the vehicle will be borne by the User.</p>
7.	Emergency towing assistance (Break-down)	In the event Covered Vehicle suffers an immobilizing break down due to a mechanical or electrical fault or an accident which cannot be repaired on the spot, Will assist in making arrangement for the Vehicle to be towed to the nearest Authorized Service Center, using tow trucks in the cities & corresponding covered area where available. Shall only bear the cost of towing the Covered Vehicle for the Covered Distance. Any costs and expenses pertaining to towing of the Covered Vehicle over and above the Covered Distance shall be directly borne by the User and shall be paid to the Authorized Service Provider.
8.	Towing on Accident	If the User's Covered Vehicle suffers an Accident and the Covered Vehicle cannot be repaired on the spot and becomes immobilized, Will facilitate towing of the Covered Vehicle to the nearest Authorized Garage/Nearest Garage. Shall only bear the cost of towing the Covered Vehicle for the Covered Distance. Any costs and expenses pertaining to towing of the Covered Vehicle over and above the Covered Distance shall be directly borne by the User and shall be paid to the Authorized Service Provider.
9.	Extraction and Removal of the Covered Vehicle (Hydra)	In case a vehicle falls in a pit or ditch and removal or extraction of the vehicle is needed, Shall arrange suitable services. Such services shall be deployed using suitable equipment to recover the vehicle, load on the Flatbed (or through other towing equipment) and unload the Covered Vehicle at the workshop. Prior approval shall be taken from User for usage of Crane as there may be chances of damages to vehicle (not to be paid for or made good by us) while extraction or removal with Crane. All monetary or other transactions will be directly between the User and service provider. Our role will end as soon as it provides contact details of the service provider to the User. These services are subject to availability in that area.
Other services		
10.	Provision of Local Taxi	In the event that breakdown occurs, and the vehicle is transferred to the workshop, Shall help in providing local taxi to the User,

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		<p>wherever required and requested by the User. This service is to enable the User to accompany the vehicle to the workshop or travel to the nearest convenient place. All monetary or other transactions shall be directly between the customer and service provider. Our role shall end as soon as we provide contact details to the User. These services are subject to availability in that area.</p>
11.	Custody of Vehicle	<p>In the event of breakdown within city limits, Shall offer to take custody of the Covered Vehicle in case flatbed is not able to reach the breakdown location within 60 minutes. This shall enable customer to be free from inconvenience of staying with the immobilized vehicle.</p> <p>This shall be done by dispatching a Motorbike or any other service, deemed suitable, to the breakdown site.</p> <p>These services shall be proactively offered to the Users. However, decision of utilizing the service lies with the Users.</p>
12.	Medical Referral	<p>If a User suffers from any medical problem arising due to a Breakdown or an Accident of the Covered Vehicle, Shall provide contact details of the nearby medical professionals, in order to provide convenience to the Users.</p> <p>Shall merely be a facilitator and shall not be held responsible for quality of services provided by the medical professionals. This service shall be a referral service and Shall not be liable for any third Party expense incurred for facilitation of this service. The same shall be recovered by the third Party directly from the User.</p> <p>Our role shall be limited to sharing of the contact details of medical professionals with the User. If such services are not available at the location of Breakdown, we shall not be held responsible for the same.</p>
13.	Legal Referral	<p>If a User requires any legal advice at the time of Breakdown or an Accident of the Covered Vehicle, Shall provide contact details of the nearby legal professionals, in order to provide convenience to the Users.</p> <p>Shall merely be a facilitator and shall not be held responsible for quality of services provided by the legal professionals. This service shall be a referral service and we shall not be liable for any third-Party expense incurred for facilitation of this service. The same shall be recovered by the third Party directly from the User.</p> <p>Our role shall be limited to sharing of the contact details of legal professionals with the User. If such services are not available at</p>



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