



24-Hour Parts Availability Guarantee

Terms & Conditions

Mahindra Truck and Bus Division ("MTBD"), a division of Mahindra & Mahindra Limited, offers a **24-Hour Parts Availability Guarantee on 250 parts** for eligible Mahindra **BLAZO i-TRK** vehicles undergoing repairs at designated dealerships and Mahindra Customer Care Centers (MCCC).

Under this program, if an eligible part covered under the Guarantee is not made available at the dealership within **24 hours** from the time of valid parts request registration, the customer will be entitled to receive the respective part **free of cost**, subject to the terms and conditions stated herein.

1. Applicability

- The scheme is applicable only to **BLAZO i-TRK customers**.
- Start Date of Guarantee: 15th August 2026 & vehicle sold after 15th Aug 2026
- **24-Hour Parts Availability Guarantee on 250 parts** Guarantee exclusively for the first 15,000 Mahindra **BLAZO i-TRK** vehicles sold during FY27 and FY28 (referred to herein as "Vehicles")
- Guarantee is applicable for all Vehicles within 3 Years from the Date of Sale.
- The Guarantee is applicable only to Mahindra Trucks and Buses brought to participating dealerships/MCCC for repairs and service.
- The Guarantee is **not applicable for counter sales**, retail parts purchases, or over-the-counter transactions.
- The Guarantee covers only the **OEM-approved Guaranteed Parts List** as notified by MTBD from time to time.
- The list of eligible parts may be modified, updated, added to, or deleted by MTBD at its sole discretion.
- The scheme is applicable only at **selected dealerships and MCCC locations** identified by MTBD.

2. Registration Process

To avail the benefit under this Guarantee, the customer must register the claim requirement through email customercaremtb@mahindra.com.

The following details must be provided:

- Customer Name
- Vehicle Registration Number

- Dealer Name
- Repair Order (RO) Number
- Contact Number
- Part Number

The 24-hour commitment period shall commence only upon:

- Vehicle reporting at the dealership/MCCC;
- Generation of a valid Repair Order (RO);
- Correct identification of the required part number; and
- Successful registration through the designated email.

3. Service Commitment

- MTBD commits to making the eligible guaranteed part available at the dealership within **24 hours** of valid registration.
- The 24-hour period shall be calculated in **working day only**, excluding Sundays and declared public holidays.
- Availability of the part at the dealership shall be considered fulfilment of the commitment.

4. Customer Benefit

- If an eligible guaranteed part is not made available within the committed 24-hour period, the customer shall be entitled to receive the respective part **free of cost**.
- The benefit is limited only to the specific parts covered under the Guarantee and shall not extend to labour charges, consumables, taxes, towing expenses, downtime losses, or any consequential damages.
- The benefit cannot be exchanged for cash, credit notes, discounts, or any alternative compensation.

5. Exclusions

The Guarantee shall not apply under the following circumstances:

- Incorrect, incomplete, or delayed registration of claim details.
- Vehicle not reported at a participating dealership or MCCC.
- Parts not covered under the approved Guaranteed Parts List.
- Accident-related repairs.
- Delays caused by transportation restrictions, strikes, lockouts, natural disasters, floods, earthquakes, pandemics, government restrictions, riots, war, civil disturbances, or any event beyond MTBD's reasonable control.
- Counter sale transactions.

- Claims raised after repair completion or vehicle delivery.

6. Limitation of Liability

- MTBD's liability under this program shall be limited exclusively to providing the eligible part free of cost, subject to verification and approval.
- MTBD shall not be liable for any indirect, incidental, consequential, or commercial losses, including loss of business, freight delays, revenue loss, or vehicle downtime.
- MTBD shall not be responsible for any claims arising due to circumstances beyond its reasonable control.

7. Verification and Claim Settlement

- All claims shall be subject to verification by MTBD.
- MTBD reserves the right to seek additional documents or information before approving any claim.
- Any fraudulent, misleading, or incorrect claim shall result in immediate rejection.
- The decision of MTBD regarding eligibility, validation, and settlement of claims shall be final and binding.

8. Modification and Withdrawal of Scheme

- MTBD reserves the right to modify, amend, suspend, or withdraw this Guarantee at any time without prior notice.
- Any revisions shall become effective upon communication through official circulars or notifications.
- Claims registered prior to such withdrawal shall continue to be governed by the applicable terms and conditions prevailing on the date of registration.

9. Governing Law and Jurisdiction

- These Terms and Conditions shall be governed by and construed in accordance with the laws of India.
- Any disputes arising out of or relating to this Guarantee shall be subject to the exclusive jurisdiction of the competent courts at **Mumbai, Maharashtra**.

10. Other terms and conditions

- Participation in this program constitutes acceptance of all Terms and Conditions herein.
- The Guarantee is non-transferable and applicable only to the first registered customer and vehicle for which the claim is made.
- MTBD reserves the right to audit and review all claims at any stage.
- The final interpretation of these Terms and Conditions shall rest solely with MTBD.

- The Guarantee period or any of these terms & conditions may be amended at the discretion of MTBD management without prior notice.
- MTBD reserves the right to close / discontinue the parts Guarantee and / or modify / alter the terms and conditions of the same at its discretion, at any time without any prior notice to any person. However, the Guarantee offered on Mahindra Vehicles sold till the date of withdrawal of Guarantee shall be honoured subject to compliance with other Terms and Condition of the Guarantee.
- The decision of MTBD management on all other matters regarding the Guarantee shall be final and binding on the customers.
- Participating in the Guarantee process in any manner is tantamount to agreeing to these T&Cs, as amended from time to time.
- MTBD, its employees and its agents and contractors will not be responsible for payback applications/claims that are lost in transit (physical or electronic mode) or deleted or corrupt or not accessible in any manner.
- Claims will be accepted in English only.
- Customer permits MTBD free of cost and without any restrictions whatsoever, the use of their name, photograph and / or video footages and information about their Guarantee in public media.
- MTBD, process advisors, and their contractors for this Guarantee, will not be liable for any claims / disputes made by the Claimants in relation to the Guarantee, process and protocol used.
- MTBD does not take responsibility for any loss or damage (direct or indirect) that any customer, whether individual and / or Organization may suffer because of amendment of the terms and conditions of the Guarantee.
- All disputes relating to or arising out of the Guarantee shall be subject to the laws of India and shall be subject to the exclusive jurisdiction of the courts of competent jurisdiction at Mumbai, India.
- The customer agrees that he/she shall hold harmless MTBD, its employees, officers, contractors, or other persons and shall defend them against any loss, claim, demands, costs, damages, judgments, expenses or liability threatened or arising out of or in connection with any or all claims, whether or not groundless, that may be brought against MTBD by any third party in connection with their Claim(s).
- In the event any customer has further queries or desires to know more about the Terms & Conditions of the Guarantee, the Customer may write to contactmtb@mahindra.com or write to Head sales and customer care – Truck and Bus Division, Mahindra & Mahindra Ltd., Mahindra Tower, 3rd Floor, Wing 5. Plot No A/1, Chakan Industrial Area, Phase IV, Post – Nighoje, Chakan, Tal Khed, Dist Pune. Maharashtra. Pin 410 501 up to seven (7) days prior to the date of validity of the Guarantee.
- This Guarantee is not a lottery or game of chance.
- Participating in this Guarantee will require communication with the Participant, and communication related to the participation by every Claimant, and hence, Participant waives his/ her national “do not call/ disturb” directory rights and all associated rights and remedies under applicable laws in India including TRAI regulations, for the purposes of this Guarantee.
- MTBD shall not be liable to compensate the customer, if, after receipt of customer raising a request for parts, MTBD is unable to reach the customer even after making three consecutive

unsuccessful attempts to reach the customer on his registered contact details with MTBD. The customer shall stand disqualified from the parts Guarantee in such an event. The same would apply for information requests made to any customer, who does not respond even after making three consecutive unsuccessful attempts to reach the customer on his registered contact details with MTBD.

- All data received by either party to this Guarantee shall be held in confidence by the said party, subject to the right of use, publicity and disclosure of the same by MTBD as expressly contained in these terms & conditions.
- This guarantee offer and / or claim against it, cannot be clubbed / exchanged with any other offer/guarantee of MTBD.