



48 hours Uptime Guarantee

"48 hours Uptime Guarantee provided to customers for enroute vehicles."

Terms & Conditions

- Mahindra Truck and Bus Division ("MTBD"), a division of Mahindra & Mahindra Limited, proposes a 48-Hour Uptime Guarantee exclusively for the first 15,000 Mahindra **BLAZO i-TRK** vehicles sold during FY27 and FY28 (referred to herein as "Vehicles").
- Any breakdown reported on a Mahindra BLAZO i-TRK in accordance with these terms and conditions will be attended to and the vehicle will be put back on road within 48 hours. If this is not achieved, and subject to these terms and conditions, MTBD will pay ₹10,000 to the customer (owner of the Vehicle) for each day beyond the initial 48-hour period during which the Vehicle remains off-road due to reasons attributable to MTBD.
- Start Date of Guarantee: 15th August 2026 & vehicle sold after 15th Aug 2026
- Payback per day to the customer beyond 48 Hours: Rs. 10,000 / Day all inclusive.
- Guarantee is applicable within 3 Years from the Date of Sale.
- Vehicles covered under a minimum 3-year mCare Premium AMC shall be eligible under the Uptime Guarantee.
- Vehicles with iMAXX in an active and functional state throughout the applicable 3-year coverage period shall be eligible under the Uptime Guarantee.
- Eligibility of Payback
- The Uptime Guarantee is applicable only for vehicle breakdown cases that are duly registered with the MTB NOW24x7 Call Center through the **NOW** Mobile App, by calling the toll-free number **1800 200 3600**, or by emailing NOW24X7@mahindra.com.
- The time registered at 24x7NOW will be considered as the "Job" starting time, and time reported for work completion will be taken as "Job" completion time.
- Only genuine breakdown cases where the vehicle is non-operational and unable to reach an authorized Mahindra workshop under its own power due to a technical fault shall be covered under the Uptime Guarantee.
- Vehicles operating with the OEM software dataset, without unauthorized software modifications or tampering, shall be eligible under the Uptime Guarantee.
- The Uptime Guarantee shall be applicable only for breakdowns occurring within the geographical territory of India
- The Uptime Guarantee shall not be applicable to Tipper and Transit Mixer models
- Accident repair activities and the time taken for the same are excluded from this Uptime Guarantee.
- Complaint Call e.g., tyre wear, mileage issue, low pick up, Health checks and Regular/routine repair etc. are not considered under Uptime Guarantee.

- Cases involving customer disagreement on diagnosis, repair recommendations, repair methodology, or fitment of replacement parts, Float are excluded from this Uptime Guarantee.
 - The time taken for Cases involving additional repair jobs beyond the reported breakdown concern are excluded from the Uptime Guarantee Calculation.
 - Cases involving disputes related to vehicle performance are excluded from the Uptime Guarantee.
 - Cases where customer arranging or procuring spare parts on their own are not considered for uptime guarantee
 - Cases where the customer gets part or complete repair work carried out externally through other than authorized workshops, technicians, or third parties are excluded from this Uptime Guarantee.
 - Cases arising from vehicle overloading, misuse, or operation beyond prescribed application limits are excluded from the Uptime Guarantee
 - Cases where breakdowns are caused by unauthorized modifications, alterations, or fitment of non-approved accessories/equipment are excluded from the Uptime Guarantee.
 - Cases involving driver abuse, negligence, or improper vehicle operation, including but not limited to overrunning, usage of poor-quality fuel, non-compliance with AdBlue requirements, or continued operation despite warning indications, are excluded from the Uptime Guarantee
 - Cases where service response is delayed due to existing service commitments, including situations where service teams are already engaged in other breakdown are excluded from the Uptime Guarantee
 - Cases where the vehicle is moved from the originally reported breakdown location after the breakdown request has been logged are excluded from the Uptime Guarantee
 - Cases where the breakdown location falls within restricted-access premises, such as plants, ports, mines, defense establishments, or any location where access permissions, safety clearances for service personnel, tools, or parts movement are restricted, are excluded from the Uptime Guarantee.
 - Cases where the driver/customer is not reachable, does not respond, or is unavailable for coordination after the breakdown has been logged are excluded from the Uptime Guarantee.
 - Cases proactively identified by the iMAXX Control Room and advised for workshop attention shall be classified as workshop jobs. If the driver/customer does not comply with the prescribed workshop visit and the vehicle subsequently breaks down due to the identified concern, the case shall be excluded from the Uptime Guarantee.
 - Customer should have availed all scheduled repairs and maintenance services prior to the breakdown call, from MTBD authorized network only.
 - Breakdowns occurring in hilly, remote, or geographically challenging terrains, including but not limited to the locations listed below, are excluded from the 48-Hour Uptime Guarantee
- North-East Region:** Gangtok, Sikkim, Tawang, Pelling, Lower Subansiri, Kamle, Meghalaya, and Nagaland.
- Uttarakhand:** Almora, Pithoragarh, Champawat, Bageshwar, Udham Singh Nagar, Nainital, Chamoli, Rudraprayag, and Tehri Garhwal.
- Himachal Pradesh:** Chamba, Kinnaur, Sirmaur, Lahaul, and Spiti.
- Jammu & Kashmir:** Areas located beyond a 100 km radius from Jammu City.

- Time taken for job approval, estimate approval, payment approval by customer will not be considered for calculating the time taken for putting Mahindra Vehicle back on "ON ROAD" for the purpose of this Uptime Guarantee.
- Any delay due to factors beyond MTBD or its network's control such as strike, war, flood, pandemic, earthquake, lockdown, etc. will be excluded from time calculations.
- The Guarantee shall not be valid for delay or failure to provide the services under the terms and conditions set out in this document if such delay or failure is caused or contributed by causes or events beyond our reasonable control, including, acts of nature, pandemic, lockdown, acts of public enemy, acts of statutory authorities or courts, acts of terrorism, acts of any person engaged in subversive activity or sabotage, strikes, embargoes, public rallies and protests, etc.
- Delays attributable to Weekly Offs and Public Holidays will be excluded from the Uptime Guarantee.
- In no event shall MTBD be liable for any special, incidental, indirect, or consequential damages of any kind, including any loss of profit, in connection with these Terms of this Uptime Guarantee. MTBD does not take responsibility for any loss or damage (direct or indirect) that any customer, whether individual or organization may suffer because of amendment of any of the Terms and Conditions of the Uptime Guarantee.
- All disputes relating to or arising out of the Uptime 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 it/them/him/her against any loss, claim, demands, costs, damages, judgments, expenses, or liability arising out of or in connection with any or all pending or threatened claims whether fair or groundless, that may be brought against MTBD by any third party in connection with this Uptime Guarantee.
- The final decision on the 48 hours Uptime Guarantee for Mahindra Vehicles, lies at the discretion of MTBD's management.
- MTBD reserves the right to change/alter/modify/discontinue the Terms and Conditions of this Uptime Guarantee, without any prior notice.
- Decision of MTBD on settlement of the payback arising out of this Guarantee will be full and Final.
- If there is any difference in the above-mentioned specifications of services, the decision will be taken by the MTBD management on whether to consider the Guarantee.
- The Vehicle must have been manufactured by Mahindra & Mahindra Limited ("M&M") in India and commercially sold through authorized dealer of M&M in India or directly sold by M&M to the customer.
- The Vehicle must be in the original state of purchase of the Vehicle and must not have undergone any mechanical modification in any manner. If at any time any such modification is identified by MTBD, the payback shall stand to be inapplicable, and the Guarantee will be deemed as null and void.
- The Vehicle must not be used contrary to category of license or registration granted to the Vehicle in any manner whatsoever.

- The Vehicle should be manufactured in India under a valid manufacturing license as per the Rules applicable in India.
- The Vehicle must be registered in India
- The Vehicle must not be used contrary to category of license or registration granted to the Vehicle in any manner whatsoever
- The Vehicle must not be modified outside Manufacturer's specification.
- The Guarantee is open to any individual Indian Adult citizen of 18 years of age as on 1st Aug, 2026, currently residing in India, who has purchased the Mahindra Vehicle (first owner only), within 3 Years from the Date of Sale and provided such purchase has been made by such owner For the sake of clarity, if any of the conditions mentioned in the foregoing sentence are not met, such claim shall not be eligible for the Uptime Guarantee.
- MTBD employees and their families, agents and business partners directly or indirectly related to MTBD, or their respective contractors, are not eligible to participate in the Guarantee and can be excluded at any time such a relationship comes to the notice of MTBD.
- This Guarantee is personal between MTBD and the customers of Vehicles. The customers entering into this Guarantee shall not disclose/discuss/share/advertise the details of this contract to any third party in any manner whatsoever such as in social media/ mainline media. Any act in breach of the above would make the Guarantee invalid. Payback evaluation/validation process This process as defined by MTBD shall be final & binding and cannot be questioned in any manner whatsoever. Steps for Guarantee evaluation / validation process
- All valid paybacks against Guarantees received will be applicable to **Blazo i-TRK Vehicles**.
- The customer needs to ensure that all the documents with respect to his/her Mahindra Vehicle are complete with respect to the Registration, Fitness, Road Tax, Permits, Insurance, etc.
- The payback amount shall be paid by an account payee cheque / RTGS / UPI / Discounts on service and parts and shall be issued in the name of the Financier and / or the customer per the defined process within 30 working days from the date of determination of Guarantee status (if any)
- The copyright in all documents submitted as part of this Guarantee shall remain vested with MTBD and MTBD shall be entitled to use the same as and when required for advertisements, communication, etc. without any further documentation / communication / approval from the Claimant.
- If at any time post completion of Guarantee period, it is determined by MTBD or any other body that the customer's claim for Uptime Guarantee is fraudulent, all money paid to the customer under this Guarantee will be returnable to MTBD in total, immediately with interest at 16% per annum.

Other terms and conditions

- 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 Uptime 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 “Job” or requesting for payback, 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 Uptime 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.