

Mahindra Truck and Bus Division ('MTBD'), a division of Mahindra & Mahindra Ltd. shall now ensure a compensation for the customer vehicles reported for mechanical repairs in our Authorized Workshops for the delay beyond 36 hours

Criteria:

Scope:

- Guarantee is only applicable for Mahindra Truck and Bus HCV & LCV vehicle reported for repairs at MTBD Authorised Workshops.
- A delay based compensation of Rs.3000 per day shall be offered for the vehicle standing beyond 36 hours inside the workshop.
- The inclusions and exclusions pertaining to the policy are mentioned clearly in Annexure 1.
- The policy came into effect from 1st August 2017.

Inclusions:

- Vehicle reported under Free Service, Paid Service, AMC, Retro Fitment, and Breakdown.
- All jobs including ancillary repair.

Exclusions:

- Vehicle reported under Pre- Sale, PDI, Major aggregate overhauling, Accident, Fitness Certificate and Onsite Repairs.
- Frame, Suspension, Body related repair, Vehicle modification related jobs.
- Delay due to force majeure, declared holidays, strike, bandh, holidays under negotiable instrument acts.
- Delay due to various reason at customer end such as pending approvals, payment issues, additional jobs after 36 hours, warranty disputes, customer disagreeing for float fitment or temporary repairs, delay due to customer doing part of repair locally or on his own, or customer himself arranging parts.

Steps to be followed for lodging the claim:

- The Customer must read, understand all the Terms and Conditions of eligibility, prior to submitting the claim against the service and even otherwise, once the Guarantee Claim is submitted, no dispute can be raised later on the Terms and Conditions and the process adopted.

- Customer can claim the delay based compensation only after 36 hours by notifying the concerned Works Manager of the workshop.
- The claim has to be raised within first 48 hours from the time of closing of job card.
- Mahindra's Area Service Manager will verify the claim jointly with H.O team if the case stands qualified on behalf of the policy.
- Once the claim is verified by us, confirmation will be communicated to the customer by concerned Works Manager of the workshop via call.
- Claim once submitted cannot be modified by the customer.
- MTBD does not take responsibility and liability for any harm / injury to the Customer and their team and/or damage to the vehicle and/or Customer and/or participant caused in this Guarantee.

Claim Treatment:

- On lodging the claim, MTBD will verify the authenticity of the claim by a method preferred to the sole discretion of the company.
- Once the claim has been verified, the customer will get the call on the mentioned mobile number confirming the acceptance/rejection of his/her claim.
- In case of claim rejection, the decision by MTBD shall be final and binding on the customer.
- In case of acceptance of claim, the reimbursement request will be initiated to the concerned service touch point who shall be contacting the customer to settle the claim.
- Mode of payment shall be in the form of cheque/Demand draft/NEFT/RTGS.
- Customer has to acknowledge the receipt of the claim amount to the concerning service touch point.

All claims against guarantees received will follow a defined process, to determine if they are complete, accurate and aligned with the T&C of this Guarantee. This process is not subject to being queried or challenged by any Customer. This process as defined by MTBD shall be final & binding and cannot be questioned in any manner whatsoever. This is a goodwill gesture and cannot in any event be construed as a contractual obligation.