

Terms & conditions for Shield Extended Warranty

We are pleased to confirm the registration of your vehicle under Shield Optional Extended Warranty program. Shield is specially designed to cover your vehicle against any unforeseen cost of repair & replacement. As it is very important that you understand the policy, you are requested to read this document completely.

1) Important Note

This document must be preserved along with the Owner's Manual. The coverage of Shield is not the same as the standard warranty provided to you by M&M. The benefits of Shield can be transferred to the new buyer at the time of resale and hence the document should be retained along with the Owner's Manual. It is essential that the maintenance service be carried out in line with the periodic maintenance schedule with any of M&M dealers to keep the Shield valid. The adherence to periodic maintenance schedule will prolong the life of your vehicle.

2) Terms & Conditions of Shield

Shield is a mechanical and electrical break down warranty, designed to indemnify the Owner from unforeseen costs of repairs and replacement. We accept the responsibility of repairs/replacement only as per the terms and conditions mentioned below.

2.1) Commencement

- 1) Where Shield is purchased within the standard warranty period, coverage shall commence immediately after the expiry of standard vehicle warranty & shall remain in force for the period mentioned in the Shield certificate.
- 2) Where Shield is purchased after expiry of standard warranty, coverage shall commence from the date of registration of vehicle for Shield & shall remain in force for the period mentioned in the Shield certificate.

2.2) Coverage

If any defect(s) should be found in the vehicle within the tenure of Shield, M&M's only obligation is to repair or replace, at its sole discretion, any part shown to be defective with a new part or the equivalent at no cost to the Owner for parts or labour, only if such a defect is attributable to faulty material or workmanship at the time of manufacture. The Owner shall repair or replace the parts that are not covered by the Shield, at his/her own expense.

2.3) Pre-requisites for Extended Warranty

- 1) Regular maintenance services, both free and paid labor, as mentioned in the Owner's Handbook are an absolute prerequisite for availing benefit of the extended warranty. Failure to perform scheduled maintenances as specified in the owner's handbook will invalidate extended warranty coverage on parts affected by the lack of maintenance.
- 2) Maintenance services has to be carried out at any one of the Mahindra Authorized Dealer (MD)/ Mahindra Authorized Dealer Branch (MADB)/ Mahindra Authorized Service Centre (MASC), within the specified mileages/time as mentioned in the Free/Paid Service coupons.
- 3) All the services carried out must be endorsed in the sheet provided in the Owner's Handbook, sealed and signed by the service station.
- 4) If investigations reveal that the failure is related to the usage of any lubricant/grease/fuel not recommended by the company, it will invalidate the extended warranty.
- 5) The Service Coupon Document/ Owner's Handbook complete in all respects about the vehicle particulars, should be presented to the servicing dealer for availing extended warranty benefits.

2.4) Maintenance Service Operations not covered

- Engine tune-up
- Clutch pedal free play or Linkage Adjustment
- Brake pedal free play or linkage Adjustment
- Body or Chassis bolt tightening operations
- Engine Oil/Oil filter change
- Belt Adjustment
- Routine servicing as recommended by M&M Ltd
- Wheel alignment and wheel balancing
- Fuel system cleaning and/or adjustment
- Tyre rotation
- Lubrication and/or lubricant change
- Checking and focusing of lights
- Checking of electrical connection
- Road Testing

2.5) Normal Use Adjustment

- Adjustments may be required after a reasonable period of normal use, the extent on which depends on the owner's individual habits, usage of the vehicle and the type of terrain over which the vehicle normally operates. Such adjustments, including the elimination of squeaks and rattles, are not covered under extended warranty.

2.6) Maintenance Replacement Operations not covered

- Replacement required because of abuse, misuse or the habits of the user
- Air filter elements
- Fuel and oil filter elements
- Clutch and brake linings
- Rubber parts like hoses, belts and bushings

- Wheel and Master Cylinder kit
- Wiper blades
- Bulbs
- Battery
- Tyre

Bright Trim

- Dents, nicks, scratches or other damage
- Corrosion resulting from hole drilled for fitment of accessories

Soft Trims

- Worn
- Soiled
- Torn or cut by foreign object
- Normal deterioration due to use & exposure
- Cracking or damage to plastic trim caused by improper removal/ installations

Paint

- Dents, scratches or other damages
- Normal deterioration due to use & exposure
- Blemishes, stone chips after delivery
- Damage due to chemical or industrial fallout after delivery
- Body Corrosion not covered
- Normal deterioration due to expo- sure

2.7) Limitations

M&M dealer shall not be liable to make any payment in respect of the following:

- 1) Loss of the vehicle on account of burglary, theft etc.
- 2) Any break down of parts specified in the list of parts not covered
- 3) Any loss or damage to batteries, tyres and tubes by any case whatsoever
- 4) Windshield & door/window glasses, paint, trim and appearance items like bright finish material, decorative parts, decals etc.
- 5) Any loss and damage to upholstery, carpets/floor covering, seats and seat covers
- 6) Any loss or damage to the items which are not part of the standard/original vehicle
- 7) Any loss resulting out of odometer disconnection, tempering or alteration
- 8) Improper handling, dismantling, fitting, adjustment, repairs, modifications not approved by manufacturer & use of the vehicle contrary to owner's manual
- 9) Damage in respect of the vehicle which has not been serviced or maintained in accordance with M&M recommendations as per the owner's manual
- 10) Damage resulting out of Owner not taking reasonable steps to safe guard the vehicle from loss or damage and to maintain it in efficient condition.
- 11) Any damage to body of the vehicle on account of cracks.
- 12) Any break down/damage caused by any type of accident or any act of omission, which is will-full, unlawful or negligent or fraudulent.
- 13) Any repairs/replacement arising from accident, collision damage, burglary, theft or any other accidental external means, riots, terrorism, malicious damage etc.
- 14) Legal liability for death or bodily injury or property damage other than components covered under master Schedule of parts covered
- 15) Consequential loss of any kind
- 16) If the vehicle is used for commercial purpose, or for any sort of competition, sport or rally, reliability trial or for hire or reward
- 17) Damages arising from:-
 - a) Defect which is likely to have existed prior to the commencement of Shield
 - b) Foreign matter entering the fuel or cooling system
 - c) Grade of oil, lubricants, hydraulic fluids, or any additives not recommended by M&M
 - d) Any break down caused by corrosion, frost or lack of anti-freeze, coolants, lubricants, hydraulic fluids causing over heating
 - e) Any break down resulting from chemicals, contamination, environmental damage, explosion, fire, freezing, fuels, lightening, road hazards, vandalism, windstorm, tsunami or any other natural calamities, etc.
 - f) Any break down occasion through act of God, consequence of war, invasion, act of foreign enemy, hostilities or war like operations (declared or not), civil war, commotion, mutiny, rebellion, revolution, insurrection, conspiracy, military or usurped power
 - g) Damage directly or indirectly caused by or contributed to by or arising from ionizing radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel or from any nuclear weapons material. For the purpose of this exclusion combustion shall include any self sustaining process or nuclear fission
 - h) Damage directly or indirectly caused by air craft pressure waves
 - i) Any corrosion or damage due to corrosion
 - j) Fire and any liability directly or indirectly caused by fire
 - k) Theft/Burglary/pilferage and any direct and indirect damage on account of the same

- 18) All warranty expenses are covered only after vehicle reaches workshop
- 19) Injector not covered if problem due to improper fuel
- 20) Towing charges not covered
- 21) Shock absorbers are covered only till the kms specified in the standard vehicle warranty. If there is no km limit specified in standard vehicle warranty of the vehicle model, shock absorber coverage under Shield will be up to 50000 kms.

2.8) Owner's Responsibility

- 1) The vehicle must be comprehensively insured during the tenure of Shield
- 2) The vehicle must have been serviced as per periodic maintenance schedule from M&M dealers
- 3) The intervals between scheduled services must not exceed stipulated mileage more than 1000 km
- 4) The vehicle Shield registration form is completely filled in at the time of application
- 5) All services of periodic maintenance schedule must be carried out at M&M dealer's workshop only
- 6) Ensure that the record of services and maintenance is certified by M&M dealers performing services / maintenance on the "Maintenance Service Record" page in the M&M "Owner's Manual" and the "Shield Document"
- 7) Present Owner's Manual & vehicle Shield document with unique serial number to M&M dealer while requesting inspection or attention
- 8) If Owner's Manual or the vehicle Shield document is lost or destroyed, the Owner should consult M&M dealer from whom the Shield was registered for advice concerning obtaining duplicate copy

2.9) Consequential Damage

M&M has no responsibility for loss of the vehicle, time, inconvenience or any indirect consequential damage resulting from the vehicle not being available to the Owner because of any defect covered by Shield.

2.10) Contingent Expenses

Towing & transportation charges to nearest authorized dealer point, telephone expenses, fuel cost, loss due to out of commission etc. are not covered under Shield.

3) Transferability of Shield to another vehicle

Shield is issued to the specific vehicle whose details appear in the registration form and cannot be transferred to another vehicle. Change of Ownership on resale of the vehicle, the new Owner can obtain benefit from the Shield for remaining tenure of the Shield by registering the same with M&M dealer.

4) Cancellation of Shield

- 1) Shield cannot be cancelled after the option exercised
- 2) The Owner shall not be entitled for any refund for cancellation of Shield before or after commencement

5) Eligibility for claim under Shield

- 1) The vehicle must be within the coverage period of Shield policy
- 2) Owner of the vehicle is responsible to produce all necessary documents / records to prove that the vehicle has been serviced and maintained at the prescribed interval as per the periodic maintenance schedule through M&M dealers only
- 3) The Owner must produce the standard Shield certificate & owner's manual to M&M dealer

6) Procedure for making a claim

In the event of occurrence of the break down during the Shield tenure, the Owner must,

- 1) Immediately take steps to minimize the extent of loss
- 2) Depending on road worthiness of the vehicle, the Owner should arrange for the vehicle to be driven / towed to the nearest M&M dealer at his own cost to effect repairs
- 3) Notify the Shield details to M&M dealer
- 4) Authorize M&M dealer to establish the cause of break down by allowing him to dismantle the affected assembly of the vehicle
- 5) Undertake to pay cost of dismantling and repairing the vehicle if the cause of the break down is not covered under Shield
- 6) Produce service and maintenance records and bills to M&M dealer for scrutiny. Non compliance of above formalities may lead to refusal to accept the claim.

7) Service and Maintenance Record

Service and Maintenance records of the vehicle are to be maintained in and as per the Owner's Manual as long as the vehicle is under extended warranty coverage.

Disclaimer

- All the information provided by me is true to my knowledge. In case of any false info, M&M has right to cancel the Shield benefits without refunding of any money.
- I am aware that once paid, No refund will be provided
- Original invoice will be received through email after seven working days from the date of Shield purchase

In case of any difficulty, please contact 24X7 Toll free Helpline "With You Hamesha" **1800 209 6006** or send us a mail at customercare@mahindra.com