

## TERMS AND CONDITIONS FOR TWO-WHEELER LISTINGS

1. All vehicles sold via Droom come with a 7-day cooling off period, i.e. The extended warranty commences after the expiry of this 7-day period. If a fault is discovered by the Purchaser within the 7-day period it is the responsibility of the Seller to pay for any repairs or, alternatively, the Purchaser may return the vehicle and get his / her money back.
2. 15 days and 250 Kms no claims period (after the 7-day cooling off period) for vehicles enrolled into the program; user cannot make a claim during this period.
3. Vehicles which have the buyer surety symbol on the listing detail page right above the Buy Now button will be eligible for Buyer surety and the vehicle sale invoice shall be the conclusive proof of same.
4. Buyer needs to apply for buyer surety within 15 days from the order completion date through the 'My Account' section. After 15 days, the buyer will not be able to apply for the same. An order status is complete when either the buyer marks the status as complete after taking the delivery of the vehicle or the order auto completes after the 5-day period from order date.
5. Vehicles owned, temporarily or otherwise, by a business formed for selling or servicing motor vehicles are excluded from the Buyer surety Program.
6. Buyer Surety is being provided free of cost to Users. It has no surrender value, no refund of cost is available, and it cannot be cancelled. Droom reserves the right to amend/ introduce fees for the Buyer Protection at a later date.
7. Buyer Surety shall be valid for a period of 6 months from the date of delivery of the vehicle. Users shall be provided Buyer Surety up to a maximum amount of INR 50,00,000/- (Rupees Fifty Lacs Only) or such cost as may be invoiced by the Authorized Service Point Franchise, whichever is lower.
8. Vehicle Services must be completed at the correct time/s and/ or mileage/s at an Authorized Service Point Franchise. The beneficiary must retain all the service invoices and relevant receipts. Failure to service the vehicle in accordance with the recommended service schedule will render Buyer Surety invalid.
9. The mileage quoted in no way guarantees the true distances covered by vehicle and is indicated only as a guide to when servicing is due. Failure to maintain the odometer, mileage recorder in working order or disconnecting it or tampering with it will invalidate Buyer Surety
10. No liability will be accepted for damage caused by neglect, corrosion, intrusion of foreign or deleterious matter, lack of servicing, overheating, freezing or abuse by the continued use of vehicle after a fault has become evident or for consequential loss on the failure of parts not covered by Buyer Surety
11. No liability will be accepted for any failure due to wear and tear, components incorrectly fitted, or faulty or defective at the time of sale, or faulty manufacture/design and alterations/modifications.



12. Only the Buyers who have purchased the product on Droom are eligible for the Buyer Surety Program.

13. Fraudulent charges and claims are not covered under Buyer Surety Program. Droom reserves its right to initiate civil and/or criminal proceedings against a User who, files invalid and/or false claims or provides false, incomplete, or misleading information. In addition to the legal proceedings as aforesaid, Droom may at its sole discretion suspend, block, restrict, cancel the display name [and its related display names] and/or account of such User and/or disqualify that User and any related Users from availing protection through this program.

14. Through the Buyer Surety program, Droom does not provide any guarantee/warranty to Buyers for products sold on Droom against technical/manufacturing defects.

15. Droom shall at no point be responsible for any direct or indirect losses, expenses, costs of any nature whatsoever that may be incurred by any Buyer/Seller.

16. Decisions made by Droom under the Buyer Surety Program shall be final and binding on its Users.

17. Droom reserves the right to modify/discontinue Buyer Surety Program without any prior notice period to its Users.

18. Droom Customer Support Team may seek additional documentation/clarification from Buyer to facilitate any claims made under this Program. In the event Buyer does not respond with information/clarification sought within 5 days

19. of such request, the claim shall be considered to be withdrawn and shall be auto-closed. No requests for extension of this time period shall be entertained.

20. If it shall be established following the receipt of the claim that the conditions of Buyer Protection as laid down have not been fully complied with, then it is hereby expressly agreed and declared that Droom and/ or the Extended Warranty Dealer / Franchise shall be released from all liability for that particular claim..

21. All Disputes / differences regarding claim settlement, arising for whatsoever reason shall be subject to jurisdiction of Delhi courts only.

22. Eligibility criteria summarized:

<b>Eligibility</b>	Eligibility is restricted to vehicles below 7 years old and 100,000 Kilometers
	Warranty repair only at dealer or ITGI authorized service center
	Vehicles used for, taxi, rent-a-car, hire and commercial purposes are excluded
	Warranty repair only at dealer or ITGI authorized service center
	Bikes less than 501 cc are covered for buyer surety
<b>Cover Level</b>	ITGI Extended Warranty Insurance - Silver Coverage
	Bikes - INR 20,000 each warranty
	Bikes (less than 501 cc) - INR 250 each claim



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## PART COVERAGE

1. Cylinder Head: Cylinder head & Head Cover, Tappet cover, Camshaft & Camshaft holder, Rocker Arm & rocker, Bearing, Rocker arm shaft, Inlet & Exhaust Valve, Valve guide
2. Cam Chain/ Tension: Cam sprocket, Cam chain, Tensioner, Lifter
3. Cylinder: Cylinder block piston assembly/ Child parts
4. Oil Pump: Oil pump assembly
5. Generator: Magneto Assembly, Stator comp
6. Crankcase: Crankcase LH & RH
7. Crankshaft/Piston: Crankshaft, Gear primary drive & Roller bearing
8. Transmission: Mainshaft & Countershaft, Gear on main shaft & Countershaft, Set of bearings
9. Gearshift Drum: Fork, Shaft, Drum, Stopper & Springs
10. Kick Starter Spindle: Ratchet, Gear kick starter, Pinion & Kick shaft (Spindle)
11. Front Brake: Cylinder subassembly, clipper subassembly
12. Others: Fuel cock, Gauge Fuel, CDI unit, Ignition Coil, Rectifier comp. Regulator, Power relay



## Buyer Surety is not applicable in following conditions:

1. Normal maintenance service required including without limitation oil and fluid changes, headlight alignment, fastener re-tightening, wheel balancing, wheel alignment, carburettor adjustments, ignition timing and valve clearance or such other adjustments. Failure to maintain the vehicle as per manufacturer recommendation.
2. Normal wear and tear components that is, Bulbs, Fasteners / Shims / Washers, Oil Seal, Rubbers/Plastic or Glass Components, Gaskets, Rubber tubes & hoses, Spark Plug, All burnt & tampered parts, Oil filter, Air filter, Tire, Tube, Brake Shoe/Pad, Brake Drum, Seat, Locks, Luggage Box, Winker Bulbs, Head light & Tail light Assy., Battery, Tools, Labels & Emblems, Inner Box & Sari step.
3. All those parts, which are not mentioned in the Parts Covered List.
4. If recommended Engine Oil / Lubricants are not used or if they are not replaced at the recommended interval.
5. Parts of the two-wheeler that have been subjected to Misuse, Accident, Negligence.
6. Treatment or which have been used in conjunction with parts and equipment not manufactured or recommended for use by respective manufacturer and such use prematurely affects the performance and reliability of the two-wheeler.
7. Parts of the two-wheeler that have been altered or modified or replaced in unauthorized manner, and which affects its performance and reliability.
8. Premature wear of Engine parts such as cylinder, piston, valves, and bearings due to adulteration of petrol / fuel.
9. The two-wheeler that has not been serviced at authorized Dealer / Service Center as per the service schedule or which have not been operated or maintained in accordance with instructions mentioned in the owner's manual.
10. The two-wheeler used for a competition or race and/or for attempting to set up any kind of record.
11. Any natural wear and tear including without limitation ageing etc.
12. Insignificant defects, which do not affect the functions of the two-wheeler including without limitations, sound vibration and fluid seepage.
13. Any two-wheeler on which parts or accessories not approved by respective manufacturer has been used.
14. Any repair or replacement required because of accident or collision damage.
15. Buyer Surety shall cease to operate in case of an accident on parts affected by the accident.



## SERVICING REQUIREMENTS

1. To maintain the validity of this Buyer Surety, the vehicle must be serviced at Authorized Service Point Franchise in accordance with the recommendations as mentioned in the booklet:

**1st Paid Service** - Within 3 months or 3,000 kms (whichever is earlier) from the date of purchase of Buyer Surety.

**2nd Paid Service** - Within 6 months or 6,000 kms (whichever is earlier) from the date of purchase of Buyer Surety.

**Note:** - Paid Service must consist of

- Changing Engine Oil & Filter
  - Checking Oil levels in Gear Box and Differential, Coolant level and Top Up where necessary
2. Service Relaxation Service effected following more than 500 kms or 30 days, whichever occurs earlier from the recommended service interval shall invalidate Buyer Protection. This allowance is to facilitate the vehicle owner to make sure services are completed at correct intervals.
  3. The owner must retain all the detailed servicing bills supplied by Authorized Service Point.
  4. The servicing record shall be completed by Authorized Service Point when services are completed and the record shall be retained by the owner as approved, in event of the claim.

The owner shall affect at his cost, all modifications and repairs necessary to avoid a claim, if a claim is likely to occur in the absence of the above.

For any Service or Buyer Surety related query, please call our helpline number 9650 080808 and for any other query or support email us on [support@droom.in](mailto:support@droom.in)

