

TERMS AND CONDITIONS FOR FOUR-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 Buyer Surety later.
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 the 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 Surety 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 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.
19. If it shall be established following the receipt of the claim that the conditions of Buyer Surety 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.
20. All Disputes / differences regarding claim settlement, arising for whatsoever reason shall be subject to jurisdiction of Delhi courts only.
21. Eligibility conditions summarized:

Eligibility	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
Cover Level	ITGI Extended Warranty Insurance - Silver Coverage
Maximum Claim Liability	Cars (Group 1 and 2) - Vehicle IDV value at the time of purchase from Droom or INR 10,00,000 each warranty whichever is lower
	Cars (Group 3) - Vehicle IDV value at the time of purchase from Droom or INR 50,00,000 each warranty whichever is lower
Claim Deductible	Cars - INR 500 each claim



PART COVERAGE

1. Engine: Oil pump, crankshaft & pulley, big end & main bearings, connecting rods, gudgeon pins, piston and rings, inlet and exhaust valves (excluding burnt and pitted valves), springs and guides, cylinder block and cylinder head, camshaft, rocker arms and shaft, timing gears, tensioner bearing, water Pump (failure due to external damage or corrosion is not covered), inlet and exhaust manifold
2. Manual Gearbox: Gears, shafts, synchromesh hubs, rings, selectors, bearings, transfer gears
3. Automatic Gearbox: Shafts, gears, brake/clutch bands, oil pump, bearings, bushes, valve, drive plate, transfer gears, transmission gears
4. Steering Rack & pinion, steering column, steering box, and power steering pump
5. Braking System Master cylinder, brake booster and vacuum pump, Wheel cylinder
6. Fuel: System Fuel accumulator, fuel distributor, warm up regulator, cold start valve, pressure damper
7. Diesel: Injection System Injection pump, electromagnetic cut-off
8. Air Conditioning: Compressor, condenser, evaporator, AC fan motor
9. Electrical System: Engine sensors, starter motor, solenoid switch, alternator, rectifier, regulator, ignition coil, cooling fan motor, thermostat, switch, oil Pressure switch, temperature gauge, fuel gauge



Buyer Surety is not applicable in following conditions:

1. Failure to maintain the vehicle as per manufacturer recommendation.
2. Any damage that results from hard driving due to race, rally.
3. On any part that is not mentioned in the Parts Covered List.
4. Any damage that result from use of non-genuine parts or accessories other than those approved by respective manufacturer.
5. Any non-manufacturer approved accessories which are not supplied with vehicle as OE fitment and manufacturer rubber and plastic accessories.
6. Inconsequential aspects such as noises, vibrations, oil seepage and sensations that could not lead to dismal product function or performance.
7. Any loss arising out of accident caused by external impact.
8. Aesthetic parts including sheet metal & plastic parts requiring replacement/repair due to wear & tear, depreciation, moth, vermin, process of cleaning, restoring or renovating of scratches, effect of light, sun or any atmospheric conditions, bird droppings.
9. Mechanical & electrical breakdown caused by overloading, strain, overrunning, freezing, excessive pressure, short-circuiting heating.
10. Routine maintenance service jobs, including cleaning, polishing, minor adjustment, engine tuning, carbon cleaning, AC Servicing, AC gas leak, wheel alignment and fuel pump etc.
11. All consumables, including, engine oils, gear oil, brake oil, power steering oil, coolant, AC gas oil, grease, battery electrolyte, radiator coolant.
12. Rusting/Corrosion to metal parts.
13. Any rattling Sound will be under exclusion.
14. Damage to engine parts & fuel injection because of use of poor quality of fuel, coolant or lubricating oil to fuel system including fuel pump, injector nozzle, water pump as well as other parts.
15. Damage to engine due to hydrostatic lock or starvation.
16. Failure to maintain the odometer in working order or disconnecting or tampering with it.
17. Driving even after a fault or defect has been noticed resulting in consequential damage and loss.
18. Air, oil and water leakage, wind noise, screeching and rattling noises and leakages.
19. Immobile gaskets, such as flat- and paper gaskets, which are not involved in mechanical movements (except e.g. leak on water-bearing technical units as bonnet, water hoses, cylinder head gasket, radiator as well as air-conditioning).



20. All frame and body parts, convertible and fold cover (except mechanical and electronic parts), glass, headlight casings, lighting inside and outside.
21. Clutch disk, brake linings and drums, disks and blocks, tires, wheel balancing, feathers/springs, pneumatic springs and pneumatic spring absorbers.
22. Body and Paint work including any losses due to accidental damages.

SERVICING REQUIREMENTS

1. Buyer shall be prompted to give the following details via email & on the order-details page, if not already present in vehicle listing:
 - a. Chassis No.
 - b. Engine No.
 - c. Vehicle Registration No.

If some details already present in the listing, it will be shown as pre-filled.

2. 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 5,000 kms from the date of issuance 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

3. Service Relaxation Service effected following more than 500 kms or 30 days, whichever occurs earlier from the recommended service interval shall invalidate Buyer Surety. This allowance is to facilitate the vehicle owner to make sure services are completed at correct intervals.
4. The owner must retain all the detailed servicing bills supplied by Authorized Service Point.
5. 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

