

RENAULT EASY CARE PROGRAM - TERMS & CONDITIONS

The following terms and conditions related to Renault Easy Care Program shall be read with Renault Easy Care Certificate cum Invoice ("Service Certificate").

I. Definitions:

Authorised Dealer	means a Manufacturer authorised or approved Renault dealers;
Invoice	means the original purchase invoice for the Renault Easy Care Program issued by the Authorised Dealer;
Listed Parts	means the Vehicle Parts, Components & lubricants listed out in the Service Schedule grid
Manufacturer/Renault	means Renault, who is the original manufacturer of the Vehicle;
Program Manager	means Assurant Automotive Warranty Solutions (India) Private Limited (Assurant Automotive India)
Service	means PMS services/maintenance services provided as per Service Schedule read along with terms and conditions of this Renault Easy Care Program
Service Request	means any request by You under Renault Easy Care Program for availing benefit for Vehicle;
Service Schedule	means the Service Schedule appended with the Service Certificate of the Renault Easy Care Program
Service Term	means the specified term within which Renault Easy Care Program is valid, the details of which is provided in the Service Certificate;
Territory	means India;
Vehicle	means the specified Vehicle covered under Renault Easy Care Program details of which is provided in the Service Certificate;
Vehicle Delivery Date	means the original delivery date of the Vehicle to You;
We, Us or Our	means Renault India Private Limited;
Working Day	means any day other than a Saturday or Sunday or a public or bank holiday in India.
You or Your	means buyer including his/her legal representatives of Renault Easy Care Program;

II. Overview of Renault Easy Care Program:

- i. We under the Renault Easy Care Program provide periodic pre-paid maintenance Services as per Service Schedule appended in the Service Certificate.
- ii. The Services are applicable only for Listed Parts/lubricants of Your Vehicle at the specified replacement frequency mentioned in the Service Schedule.
- iii. Renault Easy Care Program shall be administered by the Program Manager on behalf of Us.

iii. The Vehicle was first registered in the Territory and continues to be registered in the Territory;

IV. Service Term:

- i. Renault Easy Care Program's commencement date and end date are set out in Your Service Certificate.
- ii. No consideration is refunded when Renault Easy Care Program ends due to any reason whatsoever.

V. Scope of the Services provided under Renault Easy Care Program:

- i. Renault Easy Care Program applies to the Vehicle purchased for specified private or commercial use only. Subject to the terms and conditions of Renault Easy Care Program, We agree that during the Service Term, based on the Service Plan purchased by you, we shall, on a periodic basis, provide Services to such part of the Vehicle that is eligible for Services.
- ii. We would also like to assure you that you may intimate Your Service Request under Renault Easy Care Program at any Authorized Dealer across India without any hassle.
- iii. The maximum liability covered by Us during the Service Term is limited to the value of the Listed Parts and/or workmanship post deducting the standard charges and depreciation applicable on the Listed Parts as on the date of the Service Request
- iv. The replaced parts/components of the Vehicle which is replaced under Renault Easy Care Program shall become the absolute property of the Program Manager without any cost or consequences to the Program Manager.

VI. Service Exclusions under the Renault Easy Care Program:

- (i) Renault Easy Care Program will not apply to any Vehicle on which the odometer reading has been changed so that mileage cannot be readily determined or where the odometer reading cannot be otherwise accurately determined.
- (ii) No liability will be accepted for any damage caused by war, civil war rebellion, invasion, insurrection, hostilities, confiscation, nationalization or loss resulting from order of government or local authority, ionizing radiation or contamination by radioactivity.
- (iii) At its sole discretion, Assurant Automotive India shall reserve the right to provide the Renault Easy Care Program to each customer depending upon the overall condition of the Vehicle.
- (iv) Service for parts will be allowed as per Service Schedule table only. Any charges for service for any additional spare parts, consumables, lubricants, replacement and labour charges have to be paid by You to Authorized Dealer directly.
- (v) Please note that no refund of Product Price shall be provided for any unutilized Services.

VII. Non-Cancellation of the Renault Easy Care Program

- i. This Renault Easy Care Program is non-cancellation Service plan. However, in extreme circumstances We may entertain request for cancellation of the which Renault Easy Care Program. Your cancellation request is to be in writing and notified to the Authorized Dealer within 15 days from the purchase of the Renault Easy Care Program provided no Services have been availed under the Renault Easy Care Program
- ii. We may cancel this Renault Easy Care Program for the following reasons: for fraud or material misrepresentation by You, Your non-payment of consideration or Your failure to comply with the conditions of this which Renault Easy Care Program as per owner's manual. No consideration will be refunded if we cancel this Renault Easy Care Program due to fraud or material misrepresentation by You.

VIII. Transfer:

- (i) If ownership of the Vehicle changes, the remaining Service Term would be effective for the new owner.

iv. The Service Certificate shall be read and construed in accordance with Renault Easy Care Program -Terms and Conditions and in the event of any dispute, Renault Easy Care Program – Terms and Conditions will supersede the Service Certificate.

III. Eligibility of the Product:

The Vehicle, for whom Renault Easy Care Program has been purchased shall only be eligible for benefits if it fulfils all the following conditions:

- i. The Vehicle must be registered in India for Private & Commercial [viz. taxi registered] use only;
- ii. The Vehicle should be less than three (8) years old since first date of registration in India and with less than 80,000 kilometers on the odometer;

IX. Representations and Warranties

- (i) You are responsible for taking Your Vehicle to any Authorized Dealer in order to obtain Service under Renault Easy Care Program.
- (ii) You are responsible for keeping maintenance records since it may be necessary in some instances, for You to show that the required maintenance has been performed.

X. Miscellaneous Conditions:

- (i) The Services under Renault Easy Care Program shall be provided only by Authorized Dealers. Authorized Dealer is responsible for workmanship of Services provided under the Renault Easy Care Program.
- (ii) No Authorized Dealer or its or agent or employee is authorized to extend or enlarge this Renault Easy Care Program and no Authorized Dealer or its or his agent or employee is authorized to make any oral warranty on behalf of Us or Program Manager.

XI. Privacy

- i. You consent to allow the use of the personal information by Us and the Program Manager for the purposes of providing Services under the Renault Easy Care Program. We respect Your privacy and the confidentiality of Your personal information so collected by Us or on Our behalf and shall take all reasonable steps to protect it and maintain its confidentiality.
- ii. You also hereby consent to the personal information being disclosed by Us to any third party for providing additional services or Services under this Renault Easy Care Program or if so required by law.
- iii. You acknowledge that We may engage third parties including service partners for the fulfilment of the Services and You hereby consent to Us disclosing, to the extent relevant, Your personal information and/or details of Renault Easy Care Program availed by You to *inter alia* (a) Our affiliates service partners including but not limited to the Program Manager (b) to Our suppliers, vendors, for the purposes of rendering Services to You.
- iv. You hereby consent to receiving Service related SMS/email communication from Us.

XII. Notices

Any notice required under the Renault Easy Care Program shall be sent to the Authorized Dealer by quoting the Service Certificate number mentioned on Your Service Certificate.

XIII. Jurisdiction

The Renault Easy Care Program shall be governed by the laws of the Republic of India.

- (ii) The Renault Easy Care Program cannot be transferred to any other vehicle and remains with the original Vehicle only.
- (iii) In case of ownership transfer, please complete the transfer formalities by visiting the nearest Authorized Dealer who will be glad to assist You.

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