

TERMS AND CONDITIONS OF ADDITIONAL WARRANTY UNDER RENAULT FOREVER PROGRAM

The purpose of this document is to define the terms and conditions governing the additional warranty support provided under the **Renault Forever Program (“Program”)** by **Renault India Private Limited (“Company”)** to its customers.

By availing the benefits under this Program, the Customer agrees to be bound by the terms herein.

1. DEFINITIONS

For the purposes of this Agreement, the following terms shall have the meanings assigned below:

1.1 **“Authorized Dealership”** means any dealership duly authorized by Renault India within the territory of India.

1.2 **“Customer”** means any person who has purchased or owns a Renault Vehicle as defined herein.

1.3 **“Renault Vehicle” or “Vehicle”** means Renault Duster 2026 or any subsequent models/facelifts or any other vehicles that Renault India, at its sole discretion, declares to be eligible for additional warranty under the Renault Forever Program.

1.4 **“PMS”** refers to the Periodic Maintenance Schedule prescribed in the Warranty Terms and Conditions document available under Owner’s Manual Section in Renault.co.in website.

1.5 **“Standard Warranty/Renault New Vehicle Warranty”** means the manufacturer’s warranty valid for three (3) years or 1,00,000 kilometers from the date of vehicle delivery, whichever occurs earlier.

1.6 **“Additional Warranty”** means an additional warranty under the Renault Forever Program which covers warranty of one (1) year or 10,000 kilometers, whichever occurs earlier, granted to the Customer upon expiry of the Standard Warranty term, upon completion of each annual periodical maintenance service at an Authorized Renault Dealership and compliance with the Program terms. Such additional warranty may be extended annually for up to seven (7) years of Vehicle age or 1,50,000 kilometres, whichever occurs earlier.

1.7 **“Vehicle age”** means the period, expressed in completed years, calculated from the original date of delivery of the Vehicle by the Customer, regardless of any subsequent transfer of ownership.

2. ADDITIONAL WARRANTY

Under the Additional Warranty, Renault India offers its customers the benefit of Additional Warranty coverage beyond the Standard Warranty, subject to fulfilment of the prescribed conditions outlined herein.

3. ADDITIONAL WARRANTY UNDER RENAULT FOREVER PROGRAM – ELIGIBILITY CRITERIA

The Additional Warranty shall commence immediately upon the expiry of the Standard Warranty of the Vehicle, subject to fulfilment of the following conditions:

- (a) The Vehicle's mileage should not have exceeded **150,000 kilometers**;
- (b) The Vehicle Age should be less than **seven (7) years**.
- (c) The PMS should be done by the Customer on a periodic basis within the prescribed mileage or the time specified in the in the Warranty Terms and Conditions.
- (d) The Customer shall have completed all PMS **without interruption or delay** each year at an Authorized Dealership of Renault to activate the Additional Warranty for 1 year or 10,000 km, whichever occurs earlier. This can be activated for the next 4 years on a yearly basis, after expiry of the Standard Warranty of 3 years, covering a total warranty upto **7 years of vehicle age or 1,50,000 km whichever is earlier**.
- (e) It is customer's responsibility to adhere PMS schedule recommended by Renault India, failure of which shall lead to termination of additional warranty.

Illustration 1:

The Vehicle Delivery Date is 01st May 2026 and Standard Warranty is valid for three (3) years until 30th April 2029. If the third year PMS is carried out at an Authorized Dealership on 21st March 2029 at 30,000 kms, then additional Warranty will be extended for one (1) year (after expiry of the standard warranty period) upto 20th March 2030 and 40,000 kms. Each PMS completed thereafter shall extend the term of the Additional Warranty by one (1) year or 10,000 kilometers (whichever occurs earlier), up to a maximum of another four (4) years making total warranty coverage of up to 7Years of Vehicle age /150,000 kilometers.

If the vehicle is visiting the dealership for PMS before the end of standard warranty period, then subsequent additional warranty will be extended till next PMS due date.

Standard Warranty Period		Last PMS done at 3rd Year		Additional Warranty Period	
Start Date	01-05-2026	Date	21-03-2029	Start Date	01-05-2029
End Date	30-04-2029	Mileage	30000	End Date	20-03-2030
				End Mileage	40000

Illustration 2:

If the Customer avails PMS when the third year PMS is due, the benefit under the Additional Warranty shall extend for one (1) year or 10,000 kilometers (whichever occurs earlier). If the Customer avails the fourth year PMS, the benefit shall extend for another one (1) year or 10,000 kilometers. However, if the Customer fails to avail the fifth year PMS within the timeline, the additional warranty shall terminate upon the due date of the fifth year PMS. Further subsequent PMS are not eligible for Additional Warranty.

Scenario 1 - Customer Availing Regular Service (Interval 1year/10k Kms whichever is earlier)							
	Standard Warranty			Additional Warranty			
Details	1st Year PMS	2nd Year PMS	3rd Year PMS	4th Year PMS	5th Year PMS	6th Year PMS	7th Year PMS
PMS Done	✓	✓	✓	✓	✓	✓	✓
Warranty Applicability	✓	✓	✓	✓	✓	✓	✓

Scenario 2 - Customer Not Availing Regular Service (Interval 1year/10k Kms whichever is earlier)							
	Standard Warranty			Additional Warranty			
Details	1st Year PMS	2nd Year PMS	3rd Year PMS	4th Year PMS	5th Year PMS	6th Year PMS	7th Year PMS
PMS Done	✓	✓	✓	✓	X	X	X
Warranty Applicability	✓	✓	✓	✓	✓	X	X

Scenario 3 - Customer Availing Regular Service Intermittent (Interval 1year/10k Kms whichever is earlier)							
	Standard Warranty			Additional Warranty			
Details	1st Year PMS	2nd Year PMS	3rd Year PMS	4th Year PMS	5th Year PMS	6th Year PMS	7th Year PMS
PMS Done	✓	✓	✓	✓	X	✓	✓
Warranty Applicability	✓	✓	✓	✓	✓	X	X

4. EXCLUSIONS FROM THE ADDITIONAL WARRANTY

4.1 The Additional Warranty shall not apply to:

- (a) Vehicles that have not been continuously or regularly serviced at Authorized Dealerships in accordance with the prescribed PMS schedule;
- (b) Vehicles that have exceeded **150,000 kilometers** or **seven (7) years** from the date of delivery.

Note- It is customer's responsibility to adhere PMS schedule specified in the owner's manual. Any skipping, lapse, or delay in servicing shall result in disqualification of the Vehicle from the Additional Warranty Program.

4.2 Exclusions Attributable to the Customer

- (a) Vehicles operated under conditions contrary to those stated in these Terms and Conditions, including but not limited to overloading or participation in motor sports competitions;
- (b) Defects arising from repairs or servicing performed at non-authorized workshops or failure to comply with manufacturer's recommendations.
- (c) the sum of the costs (including tax) of all repairs and services during the Additional Warranty period may not exceed the purchase price of the Vehicle. If the sum of the interventions exceeds the value of the Vehicle, the Customer will be liable to cover the difference in costs.

5. If you have any queries in relation to your eligibility for the Additional Warranty under the Renault Forever Program or how it will apply to your Vehicle, please refer to our FAQs for additional warranty. For more info please refer to this link - <https://www.renault.co.in/renault-service/renault-warranty.html> under New Duster tab.

6. All the other Terms and Conditions applicable to the Renault New Warranty shall equally apply to the Additional Warranty under the Renault Forever Program. For Renault New Warranty Terms & Conditions refer link <https://www.renault.co.in/owners-manual.html> under New Duster tab.

Note- Parts coverage under the Additional Warranty will differ from the Standard Warranty/Renault New Vehicle Warranty. The parts excluded for additional warranty are as laid out in Annexure A (non-exhaustive list).

7. In the event of any inconsistency or conflict between the terms and conditions of the Renault New Vehicle Warranty and those of these Terms and Conditions of Additional Warranty under the Renault Forever Program, the Terms and Conditions contained herein shall prevail.

Annexure A- List of parts not covered under additional warranty

Category	Parts Description
Suspension	Front Shock Absorber
	Rear Shock Absorber
	Roll Bar
	Tyres
	Rims
Gearbox/Transmission	Clutch Plate, Clutch Disc
	Clutch Mechanism
	Flywheel
	Thrust Bearing
Brake	Front Brake Pad
	Brake Disc
	Brake Shoes
	Brake Drum
Electricals	Headlights, Taillights, Fog Lights
	Bulbs
	12V Battery
	Hybrid Converter
	Lithium Ion Battery
	Electrical Defrosting Heating Networks
Instruments	Front Wiper Blade
	Rear Wiper Blade
	Wiper Linkages
	Windscreen
Exteriors	Mirror
	Windscreen
	SunRoof
Exhaust	Silencer
	Catalytic Converter
	Exhaust Pipe & Tubes
	Mounts & Brackets
Seat	Seat Frame
	Seat Upholstery
Body	Body Panels
Stereo / Multimedia	Radio
	Navigation System
	Multimedia Screen
	Speakers
	Microphone
	Speech Synthesis

Wear and Tear Parts	All Service/Maintenance operations parts, Filters (air, oil, cabin etc.), Belts, Spark Plugs, Consumables.
Others	Parts not installed at the factory, accessories, special equipment, recall campaign parts.