

TERMS AND CONDITIONS – RPASS FOR RENAULT DUSTER 2026

These Terms & Conditions define the applicable terms and conditions governing the RPASS Programme ("Programme") offered by **Renault India Private Limited** ("Renault India/ Company") to its prospective Customer.

The Customer agrees to be bound by the terms and conditions herein, to avail any benefit under this Programme

1. DEFINITIONS

- a) "Announcement Date" refers to the date on which the price and variant details are announced by the Company.
- b) "Benefits" means benefits as laid down in Clause 2.
- c) "Effective Date" means the date on which the Customer/ purchases the RPASS.
- d) "RPASS Programme/ Programme" means a Renault pass provided for pre-booking of Renault Duster 2026 which offers certain priority benefits to Customer as defined in these terms and conditions.
- e) "Customer" means the person opting to participate in the RPASS Programme to avail priority Benefits, on purchase of Renault Duster 2026.

2. ABOUT THE PROGRAMME

RPASS is an enrolment programme which allows Customer to register for a priority benefit pass when the Customer indicates an **intent to book** before the actual booking process and announcement of price for the Renault Duster 2026 model. Under this Programme, the Customer gets the following pre-defined benefits:

- a) Exclusive price
- b) Priority delivery (to the extent reasonably possible)
- c) An opportunity to see Duster being manufactured- plant visit (Chennai)
- d) Complimentary Gang of Duster merchandise at the sole discretion of Renault India

The Customer will only be able to avail the benefits of this Programme only at the time of final invoicing.

**** Note- Purchasing the RPASS does not constitute vehicle booking. The purpose of this RPASS is solely to provide additional benefits to the Customer at the time of purchasing of the vehicle.**

3. ELIGIBILITY

Any individual above 18 years of age, with a valid government ID/ KYC, unique mobile number & email address can purchase the RPASS.

Note- The RPASS will be mapped to the Customer's mobile number and associated credentials.

4. GEOGRAPHIC COVERAGE

This Programme is applicable only in India.

5. COMMUNICATIONS

i) Renault India or/ and its Dealerships will notify the RPASS Customer of price/ variant/ colour announcements via SMS, email and detailed information relating to the same will be available on the Renault website (R Pass login page). Customer is responsible for keeping the contact details updated. In case of any messages being undelivered/ calls being unattended despite being attempted on the contact details provided by the Customer and due to no fault of Renault India, the notice on the Renault India website shall stand as a valid communication and the time period of 15 days, as per the clause 5(ii) shall commence from the Announcement Date.

ii) The Customer are required to provide confirmation of the preferred variant and colour within 15 days of the Announcement Date.

iii) **Failure by the Customer to confirm within 15 days will result in forfeiture of RPASS benefits**, and no claim/requests for RPASS benefits shall be entertained thereafter, except for the adjustment of the price paid for RPASS in the event of car purchase, OR refund, in case of cancellation by the Customer wherever permitted.

(iv) Renault India or/ and its Dealerships will communicate 15 days before the tentative date of availability for your selected variant and color. Once the vehicle is allocated to our dealership, we will provide you with a proposed delivery **date**.

(v) **Payment & Documentation:** All formalities, including the final payment and necessary paperwork, must be completed by the proposed delivery date.

(vi) **R-Pass Benefits:** Please be advised that if purchase formalities are not completed within the proposed delivery date, any **R-Pass benefits** associated with your pre- booking will unfortunately be cancelled/forfeited.

(vii) **Booking Cancellation:** In the event that the purchase cannot be finalized, your pre-booking will be **automatically cancelled**, and your booking amount will be refunded to your original source of payment.

6. PAYMENTS

Purchase price of RPASS is INR 21,000 (Rupees Twenty One Thousand only) and the same is fully adjustable against the price of the vehicle, upon fulfillment of the terms and conditions specified herein and completion of vehicle invoicing.

Note- The RPASS amount shall be adjusted only against the vehicle price upon successful booking conversion.

No part of the RPASS amount shall be encashed, refunded, transferred, assigned or utilized for any purpose other than adjustment against the vehicle price, except as expressly provided under these Terms and Conditions.

Renault India has the right to suspend/ cancel RPASS Programme if a payment is reversed, disputed or flagged for fraud.

7. Vehicle purchase shall be governed by separate terms agreed between the Customer and the authorized Renault dealer.

8. CANCELLATION

- a) To request cancellation, the Customer must:
- Relog into the RPASS platform on Renault.co.in
 - Initiate cancellation from their RPASS account
- b) RPASS price of INR 21,000 is fully refundable to Customer in case the Customer opts not to purchase the vehicle.
- c) Refunds, if applicable, shall be **completed within 30 days** from the successful submission of the cancellation request on the portal.
- d) Refunds will be processed to the **original mode of payment only by the respective Authorized Dealer.**

In case of any concerns or questions, Customer may reach out to the concerned Authorized Dealership which was opted by the Customer while purchasing the RPASS.

9. TRANSFERABILITY OF RPASS

RPASS and its benefits are strictly non-transferable and are valid only for the registered Customer. Any post booking change of buyer or ownership details, if allowed, shall not by itself constitute a transfer of the RPASS or entitle any other person to the RPASS benefits.

10. OBLIGATIONS OF CUSTOMER REGARDING BOOKING AND DELIVERY

As the vehicle is allocated to the Dealership, a **tentative delivery date** will be provided to the Customer by the concerned Dealership.

- a) **Payment & documentation**- All formalities, including the final payment and necessary paperwork, must be completed by the confirmed delivery date.
- b) In case the formalities are not completed within the stipulated timeframe, any R-Pass benefits associated with the Customer's booking shall stand cancelled.
- c) **Booking Cancellation**: In the event that the purchase cannot be finalized (whether or not confirmation on the variant and colour have been done), the Customer's pre-booking will be automatically cancelled, and the booking amount will be refunded to the original source of payment.
- d) In case the Customer provides confirmation on the variant and colour but does not proceed with the process or does not respond, the benefits under RPASS shall stand cancelled/forfeited.

11. DISCLAIMER

RPASS benefits shall lapse if the Customer does not act within defined timelines communicated by Renault India. RPASS is an exclusive and limited-period programme. Notwithstanding contained herein in these Terms and Conditions, Renault India may at any time, withdraw, vary or cancel the RPASS Programme. In case of such withdrawal or cancellation the Customer shall be reimbursed the actual amounts, if any, paid by the Customer. Any such change shall not entitle the Customer to any compensation beyond applicable refunds, if any.

12. DISPUTE RESOLUTION

- a) In the event of any dispute, difference, or claim arising out of or in connection with these Terms and Conditions or the RPASS Programme, including its interpretation, performance, validity, or termination ("Dispute"), the Parties shall first attempt to resolve the Dispute amicably through mutual discussions within thirty (30) days from the date on which such Dispute is notified by either Party to the other.
- b) If the Dispute is not resolved amicably within the aforesaid period, the Dispute shall be referred to and finally resolved by **arbitration** in accordance with the provisions of the **Arbitration and Conciliation Act, 1996**, as amended from time to time. The arbitration shall be conducted by a **sole arbitrator** mutually decided between the Parties.
- c) The **seat and venue of arbitration shall be Chennai**, and the arbitration proceedings shall be conducted in the **English language**.

13. JURISDICTION

Subject to the above arbitration clause, the courts at **Chennai, Tamil Nadu**, shall have exclusive jurisdiction over all matters arising out of or in connection with these Terms and Conditions and the RPASS Programme.

14. GOVERNING LAW

These Terms and Conditions shall be governed by and construed in accordance with the **laws of India**.