

## Terms and Condition (Road Side Assistance)

**ENTROPY INNOVATIONS PRIVATE LIMITED** hereinafter known as **EBW** shall provide directly, or through third providers, Roadside Assistance Services to its enrolled customers. Wherever eligible Customer is within 25 Kms radius of any cities covered by EBW and requires service, help is always at hand; 24 (Twenty-Four) hours a day; 365 (Three Hundred and Sixty Five) days a year by contacting the Emergency Helpline on

**022- 66022617** and providing the following information:

- Name
  - Vehicle Registration Number
  - Vehicle Model
  - Breakdown Location
  - An indication as to the nature of the problem and the service requested
- Customer shall directly contact the Road Assistance Helpline of **EBW** to avail Services as mentioned in the present conditions. **EBW** will provide the Services mentioned in the present conditions provided, the Customer is enrolled under the Program. Service liability of **EBW** shall cease either on completion of the in-site repair or, wherever towing is required, as soon as the Vehicle reaches the destined workshop or garage.

### General T&C

- The scope of the Services shall cover all eligible customers within 25Kms radius of any cities covered by **EBW**.
- Assistance shall be provided in all areas accessible by requisite Service or recovery Vehicles through a proper road, including parking lots, city streets, motorways, national, regional and local roads, as long as the location is not inaccessible to the Assistance Vehicles.
- This Service shall be provided whenever the vehicle is immobilized and cannot be driven on its own power. However, this Service shall not be provided to an immobilized Vehicle if it is already at a workshop or a garage.
- Service shall be provided only to immobilized eligible vehicles which may not be older than ten years.

### T&C for Services:

- **Assistance over phone:**  
In the event of Customer calling for support related to Vehicle problem, **EBW** shall understand basic problem prior to offering solutions. Some minor, recurring issues such as "meaning of certain indications on dashboard" etc. can be resolved over the phone.
- **In Situ / On-Spot Repair of the Covered Vehicle:**  
In the event of the immobilization of the Covered Vehicle due to mechanical or electrical breakdown and as long as the said Vehicle can be repaired at the place of immobilization within a maximum of 45 (Forty-Five) minutes, **EBW** shall proceed with the repair of the breakdown, paying for the labour and travelling expenses of a vendor to the place where the incident has occurred. Under this Service neither the supply of parts or consumables or replacement neither elements, nor materials in general or labour cost thereof are included in this coverage.
- **Transfer of the Covered Vehicles:**  
In the event that Covered Vehicle is immobilized and on Site / On the Spot repair is not possible, **EBW** shall arrange and bear the towing expenses of the Covered Vehicle to the nearest authorized workshop.
- **Replacement Keys:**  
Key is necessary to access or operate the covered Vehicle. If key is lost or misplaced, the customer is request to arrange another set. Key must be given, by a person designated by the customer, to a representative of **EBW**. Identity proof of the Customer shall be required for returning the key. However, this service is applicable within a radius of 25Kms from customer's registered address.
- **Battery Jumpstart:**  
If the Covered Vehicle does not start due to a discharged battery, **EBW** shall arrange to jumpstart the Vehicle. Neither the supply of parts or replacement elements, battery charging nor materials in general are not included in this service coverage.
- **Fuel Delivery:**  
If the Covered Vehicle runs out of fuel, **EBW** shall arrange for delivery of up to 2litres of fuel (Petrol). This service is applicable within a radius of 20kms from any cities covered by **EBW**. Distance limited in this due to practical hazards of carrying fuel over longer distance. However, cost of the fuel has to be paid by Service Receiver to Service Provider on the spot.
- **Puncture Repair Assistance**  
In case of a Vehicle being rendered immobilized due to punctured or flat tyre and change of punctured tyre is not feasible, **EBW** shall arrange for removal of punctured tyre from the Vehicle and help the Customer reach the nearest tyre repair shop for puncture repair. The cost towards puncture repair shall be borne by the Customer. **EBW** shall not be responsible for repair charges or quality of repair.

**The vehicle is not eligible to avail the service in following conditions:**

- If the enrolled two-wheeler is older than 10 years, vehicle which is not maintained regularly as per respective manufacturer's guidelines and is not in roadworthy condition.
- Any event when the rider of the vehicle is found to be in any of the situations that are indicated below:
  - The state of intoxication or under the influence of alcohol, drugs, toxins or narcotics not medically prescribed or medically prescribed, but not consumed as per dosage.
  - Lack of permission or corresponding license for the category of the eligible vehicle or violation of the sanction of cancellation or withdrawal of them.
- Any Customer history where the Customer has on two prior occasions misused or abused the services.
- Those accidents resulting from the illegitimate removal of the parts.
- Those accidents or breakdowns that are produced when the customer or the authorized rider have infringed upon the regulatory ordinances as far as the requisites and number of persons transported, weight and means of things.
- Any Vehicle involved in or liable to be involved in legal case prior to or post immobilization.
- Events happening while the vehicle lacks documentation or requisites (including the Technical Inspection of the Vehicles and Obligatory Insurance) legally necessary to ply on public roads.
- Events caused by fuels, mineral essences, and other inflammable, explosive or toxic materials transported through the Eligible Vehicle.
- Assistance to riders of the Eligible Vehicle different to those defined as beneficiaries.
- The following Vehicles are not covered:
  - Those used for hire or reward, except if expressly included above.
  - Those used for the transportation of goods.
- The following events are not covered under the program:
  - Non-functional horn. However, if the horn is activated incessantly, the Services will be provided.
  - Faulty gauges and meters.
  - Vehicle headlights not functional during day time.
  - Illumination warning lamps of any non-safety related lights/service warnings lights which do not render the Vehicle immobilized.
  - Broken rear-view mirror not obstructing rider's view. Electronic Vehicle security systems, if fitted as standard equipment, are faulty but do not render it immobilized.

**Enrollment Structure:**

<b>SN</b>	<b>Featured Benefits – Two Wheeler Up to 500 CC</b> <i>Coverage limits (25 kms, from any cities covered by EBW)</i>	<b>Automatic Inclusion 25 Kms</b>
1	Breakdown support over phone	Yes
2	On site preliminary support	Yes
3	Fuel delivery (Only Petrol) only 20 Kms	Yes
4	Cost of fuel (Only Petrol) only 20 Kms	Payable by Customer
5	Flat tyre support	Yes
6	Replacement Key	Yes
7	Battery Jumpstart	Yes
8	Transfer/towing in case of breakdown / Accident	Yes
9	Emergency contact number – Landline	Yes

I. Extra Kilometers– if the customer wishes to transfer his/her vehicle beyond the maximum coverage radius. Then Customer/ Service Receiver shall have to pay, on site, to the assistance person/ Service Provider of **EBW** as per the following rates.

2 W Flatbed Tow –Every extra kms @ INR 40Per Km

–Every extra kms @ INR 20Per Km

## 2W Flatbed Network Cities

Sr no	Cities	Sr no	Cities	Sr no	Cities	Sr no	Cities
1	24 PARGANAS	46	DHARWAR	91	KOCHI (COCHIN)	136	RAIGARH
2	AGRA	47	DHULE	92	KOLAR	137	RAIPUR
3	AHMEDABAD	48	DINDIGUL	93	KOLHAPUR	138	RAJKOT
4	AHMEDNAGAR	49	DURG	94	KOLKATA	139	RAMNAD
5	AJMER	50	EAST GODAVARI	95	KOPPAL	140	RANCHI
6	AKOLA	51	ERNAKULAM	96	KOTA	141	RANGA REDDY
7	ALIGARH	52	FARUKHABAD	97	KOTTAYAM	142	RATLAM
8	ALLAHABAD	53	FEROZEPUR	98	KRISHNA	143	RATNAGIRI
9	ALLEPPEY	54	GANDHI NAGAR	99	KULLU	144	ROHTAK
10	AMBALA	55	GANGTOK	100	KURNOOL	145	SALEM
11	AMRAVATI	56	GANJAM	101	LUCKNOW	146	SAMASTIPUR
12	AMRITSAR	57	GORAKHPUR	102	LUDHIANA	147	SANGLI
13	ANANDN	58	GREATER MUMBAI	103	MAHESANA	148	SANGRUR
14	ANANTAPUR	59	GUNTUR	104	MAINPURI	149	SATARA
15	AURANGABAD	60	GURDASPUR	105	MALAPURAM	150	SHIMLA
16	BADAUN	61	GUWAHATI	106	MANDASUR	151	SHIMOGA
17	BANGALORE	62	HARIDWAR	107	MANDI	152	SIBSAGAR
18	BASTAR	63	HAVERI	108	MATHURA	153	SOLAN
19	BELGAUM	64	HISSAR	109	MEERUT	154	SOLAPUR
20	BHARUCH	65	HOOGHLY	110	MIDNAPUR	155	SONEPAT
21	BHATINDA	66	HOSHIARPUR	111	MIRZAPUR	156	SOUTH 24 PARGANAS
22	BHILWARA	67	HOWRAH	112	MOHALI	157	SOUTH GOA
23	BHOPAL	68	HYDERABAD	113	MORADABAD	158	SURAT
24	BHUJ KUTCH	69	INDORE	114	MORENA	159	THENI
25	BIKANER	70	JABALPUR	115	MURSHIDABAD	160	THRISSUR
26	BILASPUR	71	JAIPUR	116	MUZAFFARNAGAR	161	TIRUCHY
27	BULANDSHAHR	72	JAJAPUR	117	NADIA	162	TRIVANDRUM
28	CALICUT	73	JALANDHAR	118	NAGAUR	163	TUMKUR
29	CHACHER	74	JALGAON	119	NAGPUR	164	UDAIPUR
30	CHANDIGARH	75	JAMMU	120	NAINITAL	165	UDHAMPUR
31	CHENNAI	76	JAMNAGAR	121	NASHIK	166	UDUPI
32	CHIKAMAGLUR	77	JAMSHEDPUR	122	NAVSARI	167	UJJAIN
33	CHITRADURGA	78	JODHPUR	123	NILGIRI	168	UTTAR KANNADA
34	COIMBATORE	79	JORHAT	124	NORTH 24 PARGANAS	169	VADODARA
35	CUTTACK	80	KAMRUP	125	NORTH GOA	170	VALSAD
36	DADRA & NAGAR HAVELI	81	KANCHIPURAM	126	PALI	171	VISHAKHAPATNAM
37	DAK. KANNADA	82	KANGRA	127	PANAJI-403004	172	WAYANAD
38	DAMAN	83	KANNUR (CANNANORE)	128	PANCHKULA		
39	DANGS	84	KANPUR	129	PANCHMAHAL		
40	DARJEELING	85	KAPURTHALA	130	PATIALA		
41	DAVANGERE	86	KARBI ANGLONG	131	PAURI GARHWAL		
42	DEHRADUN	87	KARIMGANJ	132	PORBANDAR		
43	DELHI NCR	88	KARIMNAGAR	133	PUNE		
44	DEWAS	89	KASARGODE	134	PURI		
45	DHARMAPURI	90	KHEDA	135	QUILON		

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3	AGRA	33	FEROZEPUR	63	MORADABAD
4	AHMEDABAD	34	GANDHI NAGAR	64	MYSORE
5	AJMER	35	GORAKHPUR	65	NAGPUR
6	AKOLA	36	GREATER MUMBAI	66	NASHIK
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