



Certificate of Enrollment

This is to certify that Vehicle with the following details is covered under Roadside Assistance Program, as per the details defined under benefits, terms and Condition of the program.

Date:24-06-2016

Toll Free Numbers : 1800 102 6464

Transaction Number : [REDACTED]

1800 209 4646

Cover Start Date (** Refer Note)	[REDACTED]	Cover End Date	: 27-06-2018 23:59:00
Vehicle Registration Number	[REDACTED]	Program Sale Date	: 24-06-2016 15:09:32
VIN/Chasis Number	: [REDACTED]	First Name	: [REDACTED]
Brand	: Skoda	Last Name	: [REDACTED]
Dealer Name	: Pinnacle Vehicles And Services Pvt Ltd	Address1	: [REDACTED]
Age of Vehicle	:	Address2	: [REDACTED]
Product	: Skoda Retail Extension - 2 Year	Address3	: [REDACTED]
Cover Age	: 2 Years	State	: [REDACTED]
Vehicle Sale Date	: [REDACTED]	City	: [REDACTED]
Model	: Superb	Country	: [REDACTED]
Fuel Type	: Petrol	PIN	: [REDACTED]
Colour	: Others	Mobile	: [REDACTED]
Dealership Stamp &Sign	:	Email	: [REDACTED]
		Price [INR]	: ₹ 3,999.00
		Service Tax [INR] [15 %]	: ₹ 599.85
		Total Price [INR]	: ₹ 4,599.00

Terms and Conditions:

Skoda – Roadside Assistance (RSA) Program

This document in its entirety explains benefits extended to the purchaser of Skoda, AXA Assistance Emergency Roadside Assistance Program in accordance with terms and conditions stated in this document and on Skoda website www.skodaauto.co.in as amended from time to time.

The customer by purchasing this program is deemed to have full knowledge of and to grant consent to all terms and conditions of the program.

Calling for help in emergency:

In case your covered vehicle is immobilized due to any mechanical / electrical problem or accident, help is at hand 24X7 by dialing the hotline numbers 1800 209 4646 & 1800 102 6464.

Operator on the line shall arrange for suitable support after verifying the following details

- Your name, exact location and contact number
- Description of the problem
- Vehicle registration and Vehicle Identification number
- Vehicle Model and colour

Support available:

Assistance shall be arranged for the covered vehicle across major parts of India as per details given below:

- **Minor Mechanical or electrical breakdowns** – In case your vehicle suffers a mechanical or electrical breakdown causing immobilization, suitable support shall be provided on the spot to mobilize the vehicle. This service covers minor adjustments and repairs which do not need change of any spare parts.
- **Major breakdown or accident** – In the unfortunate event of a major breakdown or accident where the vehicle cannot be mobilized on the spot, we shall arrange to transfer or tow the vehicle to nearest authorized Skoda workshop.
- **Battery jump start** - In case of battery of your car draining out resulting in car not starting, we shall arrange for battery jump start / towing of vehicle as per recommendation.
- **Puncture / flat tyre** – In case of a punctured or flat tyre we shall arrange for replacing the punctured tyre with spare tyre available in your car on the site.
- **Running out of fuel** – In case the vehicle runs out of fuel (only diesel or petrol),you shall be provided with five liters of fuel enabling you to reach the nearest petrol station.
- **Wrong fuel filling** – In an event of wrong fuel filled in fuel tank resulting in car not starting, you shall be provided with the service of emptying the fuel tank.
- **Key lock out / misplaced** - In an event of key locked out or misplaced, we shall provide all possible assistances to you for arranging alternate key.
- **Benefits** to vehicle's occupants during outstation breakdown: In case vehicle breakdown takes place due to major mechanical or electrical faults or accidents where vehicle has to be towed to authorized Skoda workshop and breakdown takes place more than 100kms from registered address you shall be entitled to following benefits:
- **Stay or traveling expense due to immobilization of vehicle** – You may be provided with anyone of services listed below :-

1. In case vehicle is not repairable the same day and standard repair time is more than 2 hours, we shall arrange for suitable hotel accommodation on twin sharing basis for overnight stay. Maximum number of people eligible for this benefit shall be equal to the approved sitting capacity of the vehicle.

Or,

2. In case vehicle cannot be repaired for more than 48 hours and standard repair time is more than 6 hours you can choose one of the following benefits
 - Hotel accommodation on twin sharing basis, or
 - Arrangement for onward journey by most suitable means, or
 - Arrangement for journey back to registered address by most suitable means
- **Repatriation of repaired vehicle** – In case vehicle repairs take more than 72 hours and you leaving the place of breakdown accident, we shall arrange for repatriation for vehicle back to registered address subject to maximum distance of 500kms, at your risk or one way expenses for one person's travel by suitable means.

This is a customized emergency breakdown assistance program to help you in case of covered vehicle having a breakdown no matter where you are (i.e. at home, on the roadside, on a highway , in a parking lot) as long as you are not already at a Skoda Authorized workshop . This program is not a regular service or maintenance program and does not substitute the need of regular maintenance carried out in the authorized workshops. This program is governed by certain terms and conditions and decision of Skoda Auto India Limited in this respect shall be final.

Covered Vehicle and period of cover:

The Skoda vehicle mentioned in the certificate with all mandatory columns filled is covered under Skoda, AXA Assistance Emergency Roadside Assistance Program from the date of program registration till expiry date as mentioned in the certificate.

**** Note** - In case vehicle is not in covered period (neither first 2 year or extended for roadside assistance program) then actual cover will start from 4th day from cover date mentioned in certificate.

Non Covered Events:

Skoda, AXA Assistance Emergency Roadside Assistance Program is specially designed to help in events that lead to immobilization of the vehicle while it is being driven on the road. As a result, this program will not cover any of the following events that you may encounter while driving your vehicle:

1. Non-functional horn. However, if the horn is activated incessantly, the Services will be provided.
2. Faulty gauges and meters.
3. Air conditioning is not working.
4. Boot cannot be opened.
5. Front and /or rear demisters are not working.
6. Damaged door glasses.
7. Broken Rear view mirror or rear windshield.
8. Sunroof cannot be opened.
9. Sunroof cannot be closed but weather conditions are fair and car is not exposed to any security risk.

10. Windows cannot be opened or closed.
11. Faulty Seat adjuster.
12. Passenger seat belts are faulty but there are no passengers in the car.
13. Vehicle headlights not functional.
14. Illumination of warning lamps of any non-safety related lights/service warnings lights but vehicle not rendered immobilized.
15. Electronic Vehicle security systems, if fitted as standard equipment, are faulty but do not render it immobilized or alarm is not ringing incessantly.
16. ABS light lamp glows ON.
17. Vehicle runs out of windscreen wiper fluid.
18. Front wipers are faulty but weather condition is fair.
19. Rear windscreen wiper is faulty.
20. Damaged or faulty fuel caps.
21. Any noises or unusual sound which does not render the vehicle immobilized.
22. Other faults in the vehicle which do not render it immobilized but need repair at the authorized workshop.

General Exclusions:

The covered vehicle shall not be entitled to the benefits of the program under any of the following situations:

- a) Vehicle is not maintained or operated as per recommendations of the owner manual.
- b) Vehicle is involved in motor racing, rallies, speed or duration tests, practice runs, or operated in off-road activities.
- c) Any event when the driver of the vehicle is found to be in any of the situations that are indicated below:
 1. The state of intoxication or under the influence of alcohol, drugs, toxins or narcotics not medically prescribed.
 2. Lack of permission or corresponding license for the Covered Vehicle
- d) Any event where breakdown is caused by deliberately inflicted damage, vandalism or participation in a criminal act or offence
- e) Accidents resulting from the illegitimate removal of the Covered Vehicle.
- f) Accidents or breakdowns that are produced when the Customer or the authorized driver have infringed upon the regulatory ordinances pertaining to the requisites and number of persons transported, weight and means of things that can be transported or the form of handling them as long as the infraction has been the determining cause of the accident or the causal event of the incident.
- g) Any vehicle involved in or liable to be involved in legal case prior to or post immobilization.
- h) Breakdowns happening while the vehicle lacks documentation or requisites legally necessary to ply on public roads.
- i) Breakdowns caused by fuels, mineral essences, and other inflammable, explosive or toxic materials transported in the Covered Vehicle.
- j) Any customer history where on prior occasion any service has been misused or abused.
- k) Assistance is required during wars, riots, uprising, mass political demonstrations, strikes, acts of terrorism, earthquake, floods etc.
- l) Outstation benefits shall not be applicable for any immobilization due to minor reasons such as flat tyre or running out of fuel or lost keys etc.
- m) Availability of outstation benefits to occupants of the covered vehicle limited to recommended seating capacity of the vehicle. Any coverage to livestock, pets or material in general shall be governed by the rules of the hotels or transportation agencies involved.

No benefits shall be provided to passengers exceeding the recommended number of passengers per covered vehicle.

Adverse weather conditions & Force Majeure:

It shall be our endeavor to support the covered vehicle promptly as per the terms of the program. However, in certain adverse weather conditions such as floods, thunderstorms, heavy rains, and other adverse conditions such as traffic congestion, political movements, civil unrest, protests etc. it may become physically impossible to provide assistance. This may affect our ability and capabilities to promptly support the vehicle though it shall be our priority to support the covered vehicle by all feasible means.

Right of Refusal:

In case it is found at any stage that false information has been furnished by a Customer to enroll in the program or in case the program is misused or abused, the services may be refused by AXA Assistance India to the Customer and the Customer in such cases, shall not have any right of claim against AXA Assistance India or Skoda Auto India Private Limited.

Disputes:

Courts situated within the jurisdiction of Mumbai alone shall have the exclusive jurisdiction to settle all disputes that may arise under this program.