

EXTENDED WARRANTY TERMS & CONDITIONS for BS4 motorcycle

We congratulate you on choosing Royal Enfield and welcome you to the exciting world of motorcycling on a Royal Enfield. These terms and conditions will help you understand the detailed offers on Extended Warranty on your Royal Enfield Motorcycle.

We request you to carefully read below terms & conditions of Extended Warranty.

I) PURPOSE

In case the Customer opts for “**EW BS4 : Under 12**” or “**EW BS4 : 12-24**” then he/she is assured that in case of a defect in material or workmanship occurring during the Extended Warranty Period, Royal Enfield will assume specific repair responsibilities as provided under this Extended Warranty Terms and Conditions.

II) DEFINITIONS

- a) **‘Motorcycle’** – shall mean any variant of Royal Enfield Motorcycles as purchased by the Customer;
- b) **‘Customer’** – shall mean any person who has purchased a Motorcycle and has opted to procure any of the Royal Enfield Extended Warranty packages;
- c) **‘Royal Enfield Authorized Dealer / Authorized Dealer’** - Any person who has been authorized by Royal Enfield to sell and service the Motorcycles;
- d) **‘Royal Enfield Extended Warranty’** - shall mean warranty offered by Royal Enfield after the completion of the Standard Warranty Period, subject to the Extended Warranty Terms and Conditions;
- e) **‘Authorized Service Provider’** or **‘ASP’** – shall mean the third party service providers located across India, who have been authorized by EAI for assisting EAI in providing the RSA services.
- f) **‘Standard Warranty Period’** – Shall mean the warranty offered by Royal Enfield along with the purchase of a new Royal Enfield Motorcycle;
- g) **‘Extended Warranty Terms and Conditions (T&Cs)’** – shall mean the present document through which Extended Warranty on a Royal Enfield Motorcycle is offered by Royal Enfield to a Customer;
- h) **‘Extended Warranty Period’** – shall mean the time frame for which the Customer shall be covered under the Extended Warranty;
- i) **‘Proprietary Components’** - shall mean components / parts of the Motorcycle as manufactured by any third party manufacturers.

III) TERMS AND CONDITIONS

- a) The Extended Warranty can be purchased by the customer up to 60 days prior to the date on which the standard warranty ends. The extended warranty package will be available in two price slabs- one, within 12 months from date of purchase of vehicle and another, 13-22 months from date of purchase of vehicle.
- b) The Extended Warranty Period begins from the date when Standard Warranty Period expires and shall be valid for a period of twenty four (24) months or 20000 Km whichever occurs

earlier. Once Extended Warranty has begun, it cannot be stopped or interrupted. The Extended Warranty is associated with the registered Motorcycle.

- c) If during the Extended Warranty Period, any manufacturing defect in the Motorcycle (*other than exclusions specified in this Extended Warranty T&C's*) is found to be in accordance with these Extended Warranty T&C's, Customer shall notify the Authorized Dealer of Royal Enfield within a period of three (3) days after its discovery and shall provide written particulars of the defect and all information and assistance necessary to enable Royal Enfield to verify the nature and cause of the defect and carry out its Extended Warranty obligations hereunder. Subject to the foregoing, the defective components shall be repaired or replaced, at Royal Enfield's option, at no charge to the Customer for parts and labour at Royal Enfield's Authorized Dealer. Any defective part or parts which have been replaced by Royal Enfield's Dealer under Warranty shall become property of Royal Enfield.
- d) The repaired/replaced items shall be warranted by Royal Enfield for the remainder of the original Extended Warranty Period. This Extended Warranty will not apply if the component has been added to, altered, abused, misused or tampered with by the Customer or any third party, or otherwise operated contrary to applicable operating manuals or instructions.
- e) This Extended Warranty is the entire warranty provided by Royal Enfield for its Motorcycles and no dealer or its agents or employees is authorized to extend or enlarge this Extended Warranty and no dealer or its agents or employee is authorized to provide any oral or written Extended Warranty on Royal Enfield's behalf.

IV) QUALIFICATION / LIMITATIONS

- a) Except for the above-described limited express Extended Warranty, Royal Enfield makes no other warranties, express or implied, including any warranty of merchantability or fitness for a particular purpose. This Extended Warranty shall also not apply to the incidental or consequential damages, loss of time, inconvenience & loss of use of the Motorcycle or commercial loss.
- b) In case the fitment of unapproved components or repairing of the Motorcycle without the approved repair methodology of Royal Enfield has directly resulted in failure of any of the other parts and components or systems of the Motorcycle, then the Royal Enfield Warranty on all such damaged parts and components shall become void. The assessment of such damage or system failure will be based on the technical analysis of Royal Enfield, which shall be considered as final.
- c) Any defect or damage occurring in relation with the Motorcycle due to an act attributable to the Customer shall not be covered under the Extended Warranty.
- d) Royal Enfield will not accept any liability for damage caused by lack of servicing, abuse or the continued use of the Motorcycle after any fault has become evident.

- e) Royal Enfield will not provide any warranty or accept any liability for any loss, damage or injury of whatsoever nature sustained by any person(s), property or Motorcycle (s) caused by or arising out of or in way connected with motorcycle accidents, fire, storm, flood, theft, chemicals, contamination, environmental, hazards, vandalism, windstorm, damage, explosion, fire, freezing, fuels, lightening, road hazards, tsunami or any other natural calamities, war, civil war, civil rebellion, invasion, insurrection, hostilities, confiscation, nationalization, or loss resulting from order of government or local authority, ionizing radiation or contamination by radioactivity malicious damage or any other loss, damage or liability not otherwise specially covered.
- f) Insignificant defects which do not affect the functioning of the Motorcycle, including without limitation, sound, vibration, bulbs and fuses, and sensations will not be covered under the Warranty.
- g) Any normal wear and tear including without limitation, aging, deterioration or rusting of plated parts, paint coats, rubber parts, plastic parts and soft trim will not be covered under the Extended Warranty.
- h) Any damage caused to the Motorcycle due to use in any competition / racing / stage rallying etc., will not be covered under the Extended Warranty.
- i) The defects arising from fitment of unauthorized or additional electrical loads will not be covered under the Extended Warranty.
- j) Electrical components like bulbs, fuses etc. and electronic components failure due to repairs by external welding will not get covered under the Extended Warranty.
- k) Oxidation of buffed / painted / powder coated items are not covered under the Extended Warranty.
- l) Royal Enfield reserves the right to make changes in design of the Motorcycle without any obligation to install these changes on previously supplied Motorcycles.
- m) Any damage to the Motorcycle resulting due to use of any adulterated or un-recommended lubricant, grease, fuel etc., will not be covered under the Extended Warranty.
- n) Any damage due to non-adherence of maintaining tightening of fasteners / wheel alignment /tyre inflation will not be covered under the Extended Warranty.
- o) Motorcycles declared as “total loss” by insurer, will not be covered under Extended Warranty.
- p) All accessories and its fittings are not covered under Extended Warranty
- q) Motorcycles in which the Odometers are observed to be tampered /not working will not be covered under the Extended Warranty. If the odometer is not working due to

manufacturing issues, it must be immediately brought to the notice of the Royal Enfield Dealer and get rectified.

- r) Royal Enfield reserves the right to make changes in design of the Motorcycle or introduce any improvement or add any part on Motorcycle at any time without any obligation to install these changes on the Motorcycle previously sold.
- s) Any damage that results from any modification not approved by Royal Enfield will not be covered under the Extended Warranty.
- t) Damage due to use of Motorcycle, for purposes other than what Motorcycle is approved for, will not be covered under the Extended Warranty.
- u) Damage or defect arising from aftermarket modifications / alterations/ Accessories /Accessories fittings or , will not be covered under the Extended Warranty.
- v) For entitlement of Extended Warranty, it is necessary that all the “Recommended Services” are availed by the Customer as per the Maintenance schedule prescribed in the Operator’s Manual.

V) OBLIGATIONS

The obligation under this Extended Warranty T&C’s is limited to the repair of Motorcycle with no charges to the Customer for parts and labor by Royal Enfield Authorized Dealer during the Extended Warranty Period. Decision to cover any component other than proprietary components under Extended Warranty shall be the sole discretion of Royal Enfield. In case of proprietary components, the respective manufacturer’s decision on Extended Warranty shall be final.

VI) LIST OF PARTS AND SERVICES EXCLUDED (NOT COVERED) UNDER THE EXTENDED WARRANTY

Parts which are subjected to normal wear and tear like fuel filter, air filter paper element, control cables, drive chain & sprocket kit, steering ball races, wiring harness, bulbs, hoses, filter, brushes, Fuses, brake shoe / brake pads, clutch plates, starter motors and all other rubber parts (excluding oil seal and glass run).

Normal ageing, deterioration or rusting of plated parts, paints coat, rubber parts, soft items, glass items, plastic parts etc.

Normal maintenance services required which includes, oil and fluid change, fastener retightening, cleaning of any component, clutch replacement, brake shoe replacement, valve clearance adjustment, rust. Any repair which is required due to collision or accident.

Damages caused by smoke, chemical, bird dropping, salt, stone chipping, scratches or any other external reason and damage to catalytic converter due to use of wrong/ bad quality fuel.

VII) PROPRIETARY COMPONENTS

Warranty of the Proprietary components will be limited to the extent of Warranty provided by original manufacturers of such components. Warranty for Proprietary Components such as Tire, Battery, etc., shall neither be covered under the present Extended Warranty T&c’s nor will get processed through Royal Enfield Authorized Dealers.

VIII) LIST OF PARTS AND SERVICES COVERED IN WARRANTY

All components and related labor other than specified herein are covered under the Extended Warranty.

IX) EMISSION WARRANTY

Emission warranty or meeting expected emission norms with respect to the Motorcycle is not covered under these Extended Warranty T&C's.

X) Governing Law & Jurisdiction

Any dispute relating to the Extended Warranty T&C's shall be subjected to the jurisdiction of a competent court in Chennai.