



Buyback Guarantee

Terms & Conditions

1. To avail Droom's Buyback Guarantee ('hereinafter 'Buyback Guarantee') the vehicle has to be purchased from the vehicles listed under buyback program (hereinafter 'Buyback Program') on Droom platform.
2. In case any individual wishes to exercise the offer under the Buyback Program, 3 months' prior intimation has to be provided by the individual on assistdroom.in or by calling Droom's helpline number (9650 08 08 08) before the date of expiry mentioned on the Droom platform.
3. During the duration for which the vehicle was owned by the individual, all the services must have been completed at the correct time and mileage. The individual must have retained all the service invoices and relevant receipts from the authorized service centre. Failure to get vehicle serviced in accordance with the manufacturer's recommended service schedule will render the Buyback Guarantee price void and the individual shall lose the right to sell back the vehicle to Droom under the Buyback Program.
4. The individual's name registered with Droom while purchasing the vehicle should match with the registration details of the vehicle at the time of participating in the Buyback Program.
5. Vehicle should not have been driven for more than 12000 km/year in case of cars and not more than 8000 km/year in case of bikes and scooters, during the duration owned by individual. The period for claiming the buyback program is 3 years from the date of purchase.
6. Natural wear and tear of the components cannot be more than the acceptable wear and tear for the vehicle age, which would be solely dependent upon the discretion of the ECO inspection team of Droom. Droom reserves the right to alter the buyback in accordance with the ECO inspection report.
7. The mileage quoted shall in no way guarantees the true distances covered by the vehicle and is indicated only as a guide to when servicing is due. Failure to maintain the odometer and record mileage in working order, or disconnecting and tampering with the odometer will invalidate Buyback Guarantee.
8. Buyback Guarantee will be rendered void if there is any failure due to wear and tear due to components incorrectly fitted, modifications /alterations from the manufacturer's specification.
9. The Buyback Guarantee price will be void if the vehicle has undergone flood damage, fire damage, accident damage or any other Act of God which may affect the useful life of the vehicle. This will be determined by Droom's ECO inspection team and Droom's decision shall be final and binding in this regard.
10. Droom reserves the right to recalculate the buyback value under the event of discontinuation of the vehicle in the market.
11. At the time of the exercising the Buyback Program, the vehicle should be clear of all financial and legal obligations.
12. The calculation of the buyback price starts from the original vehicle delivery date.
13. In the event, it is established that following the receipt of the claim that the conditions of Buyback Program as laid down have not been fully complied with, Droom shall not be liable to provide the customer the claim amount guaranteed under the Buyback Program.
14. Droom will not be liable to pay any amount more than the mentioned buyback price at any circumstances.
15. Droom will not be responsible for any personal possessions left in the vehicle on handover.
16. All Disputes / differences regarding claim settlement, arising for whatsoever reason shall be subject to jurisdiction of Delhi courts only