

## TERMS AND CONDITIONS FOR FREE ROADSIDE ASSISTANCE

1. Vehicles older than 10 years shall not be accepted. In case the member registrations were taken erroneously; the same will be cancelled provided that no service is availed.
2. Free Roadside Assistance is being provided free of cost to Users. It has no surrender value, no refund of cost is available, and it cannot be cancelled. Droom reserves the right to amend/ introduce fees for the Roadside Assistance at a later date.
3. Vehicles owned, temporarily or otherwise, by a business formed for selling or servicing motor vehicles are excluded from the Free Roadside Assistance
4. Helpline services are for the vehicle and not for the person.
5. Pan India / National coverage means the services are available across all cities and highways as listed on our website. The Service provider, however, has the rights to discontinue services in any given city and or highway without prior intimation to its clients. The registered clients shall have no claim therefore.
6. Vehicle-to-vehicle towing is dangerous, and may cause further damage to the vehicles, hence, we discourage vehicle-to-vehicle towing unless deemed required. Towing shall be provided by Cranes or two trucks and the charges for the same shall be borne by the client as per actual. Towing is not applicable for Two wheelers and only valid for Four wheelers
7. For heavy vehicles, towing shall be provided by crane at additional cost. Rates as per agreed by the clients.
8. Fuel upto 5 litres at actual cost will be provided under the case of emergency. Fuel rate is subject to the rate of fuel in the respective city and availability. CNG and other gases/octane fuel is not provided under this service agreement.
9. Tube repair/tube less tyre repair services shall be provided at actual cost, depending on total number of punctures in the tube/tube less tyre, the per puncture repair cost is variable and depends upon area to area. Service Charge will also be payable. Rs. 50/- will be charged extra in case of 2 deflated tyre.
10. Service Provider will try and ensure to provide service within the stipulated time; however, the service provider is not responsible for any delay caused by conditions beyond the control of service provider like traffic jams, riots, road block, route diversions, rain, any natural calamities, rallies, etc.
11. In case of misuse of services, non-payment of services charges, misbehaviour, helpline services shall/- can be cancelled/stopped without any prior notice. The Service provider reserves the right to do so without prior intimation.



12. Service provider is authorized to add or change any or all the terms and conditions at its own discretion at any time without prior intimation.
13. The Service provider shall not be liable for any claims whatsoever. Rarest claims in extreme cases if any shall not exceed the residual value on per day prorata basis of registration period of the services fees paid by the customer. The damages and claim if any shall not be more than the amount paid by the client.
14. For similar faults, services will not be provided more than twice consecutively. Helpline service usage i.e., number of available service and tenure i.e., validity is subject to the service package subscribed by the customer. The same varies from city to city and are different subject to annual packages.
15. The customer or his representative will have no claim against the service provider or its representative either civil, financial or criminal in nature pursuant to this helpline service in respect of death or injury of the customer or any other person or loss or damage to any other property caused by or due to equipment failure, negligence, breakdown, accident or fire on utilization of services during the validity of helpline services or at such time while the vehicle is under the process of repairs carried out by the service provider's representatives.
16. Service providers reserves the right to file a claim/suit against the party / person / company whose cheque gets dishonoured for whatsoever reason. Membership will be activated only after additional payment towards cheque bouncing charge.
17. If helpline service is availed without card activation, a service charge of Rs. 599.00 (Rupees Five Hundred Ninety Nine Only) will be charged. (Non-Refundable).
18. Roadside Emergency Services will not be provided on the day of Vishwakarma Pujan Festival.
19. One membership is valid for one vehicle only.
20. All disputes subject to jurisdiction of Delhi only.
21. We are just providing listing services on behalf of seller.
22. Invoice will be issue by the Actual Service Provider.
23. Services will be provided by the concerned service provider and not by the Droom.
24. Any issue with the service resolved by Actual service provider.
25. User can avail the RSA service after 48 hours of membership activation.

