

- 1) This is a limited time offer from 29th Sept 2019 to 30th Oct 2019
- 2) GoodLife membership at Rs 299/399 as well as increased referral & self referral bonus points are applicable only for GL Enrollments against the new vehicle sale during the campaign period ie 29th Sept 2019 -30th Oct 2019
- 2) Rs 299/399 variant is only available at authorized Hero MotoCorp outlet
- 3) 3000/5000 joining bonus points shall be credited automatically into the GoodLife account of the enrolling members by the end of next working day from date of enrollment
- 4) Customers have the option to choose variant of Rs 175/275/299/399 while enrollment
- 5) 1.5 times of normal referral points as in program structure shall be given if a member refers 2nd person to buy any Hero MotoCorp two wheeler &
2 times normal self referral points as in program structure shall be given if a member buys again any Hero MotoCorp two wheeler in his/her own name
- 6) 1st Paid Service labor charges, after the completion of 5 Free Services would be Free of Cost. However any consumables, Parts Replacement & their respective Labor would be chargeable as per HMCL labor Schedule for a customer who dont buy Joyride before claiming this free paid service
- 7) For members who enrolls into Joyride Program too before claim of this free paid service, this free paid service will be available after completion of Joyride membership
- 8) Validity of this free paid service shall be 28 months from date of sale
- 9) Road Side assistance is meant for On Spot Mechanical/Electrical Repair, Flat Tires/Puncture Repair, Fuel Delivery and Towing to Nearest Service Center within 30 km of breakdown location which shall be subject to respective T&C of Road Side assistance

RSA T&C

Road Side Assistance is valid for 1 year from date of issue.

Road Side assistance shall be made active from back end basis enrollment & SMS shall be sent to customers enrolling in these variants in 2 working days from date of enrollment

In case of service requirement, the customer has to contact the Emergency Helpline on 1800 266 7166 or 022 6787 2022 and provide the following information:

- Name
- Vehicle Registration Number & Vehicle Model
- Breakdown Location and an indication as to the nature of the problem and the service requested

Service liability of EUROP ASSISTANCE shall cease either on completion of the in-situ repair or, wherever towing is required, as soon as the Vehicle reaches the destined workshop or garage.

TERRITORIAL SCOPE

The Territorial or Geographical scope of this Scheme shall be municipal limits of cities having coverage a radius of 30(Thirty) Kms from the breakdown location, subject to breakdown taking place within the municipal limits of the city. Neither supply of parts or consumables or replacement elements, nor materials in general, nor their corresponding labour charges thereof are included in this coverage.

SERVICES APPLICABLE

1. In Situ / On-Spot Repair of the Covered Vehicle- In the event of immobilization of the Covered Vehicle due to mechanical or electrical breakdown, we shall proceed with the repair of the Vehicle. In case of any parts replaced then the customer to pay for that.
2. Transfer of the Covered Vehicles- In the event that Covered Vehicle is immobilized and In Situ / On-Spot repair is not possible, EAI will arrange and bear the expenses for transferring the Covered Vehicle to the nearest HERO authorized workshop within 30 km of the breakdown location.
3. Replacement Keys - If the keys necessary to operate the Covered Vehicle is lost or misplaced, customer can request urgent forwarding of another set from his/her place of residence which must be within 30 km of breakdown location. Keys must be given, by a person designated by the customer. Else vehicle will be towed to the nearest HERO authorized workshop within 30 km of the breakdown location
4. Battery Jumpstart- If the Covered Vehicle does not start due to a discharged battery, we shall arrange to jumpstart the Vehicle. Neither the supply of parts or replacement elements, battery charging nor materials in general is included in this Service Coverage.
5. Fuel Delivery- If the Covered Vehicle runs out of fuel, we shall arrange for delivery of up to 2 (Two) liters of fuel (Only Petrol). This service is applicable within a radius of 30 km from nearest city covered. Cost of fuel has to be paid extra by the customer to Service Provider, on the spot by any means cash, online.
6. Flat Tyre Support -If the Covered Vehicle has a punctured or burst tire, we shall arrange to get the tires repaired from the nearest tire repair shop or shall transfer the covered vehicle to the nearest tire repair shop. The Client shall have to pay directly to the tire repair shop and we shall not be liable for the quality or/of workmanship of such repairs.

GENERAL CONSTRAINTS TO PROVIDE SERVICES

Though rare, under certain circumstances some Covered Vehicles may be denied assistance. Some examples of such conditions are as given below:

- a) Any vehicle which has not been maintained regularly as per HERO guidelines and thus is not in a roadworthy condition.
- b) Any event when the rider 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 category of the Covered Vehicle or violation of the sanction of cancellation or withdrawal of them.
- c) Any event where the breakdown is caused by deliberately inflicted damage, vandalism or participation in a criminal act or offense
- d) Any customer history where the customer has twice on prior occasions misused or abused the services.
- e) Those accidents resulting from the illegitimate removal of the Covered Vehicle.

f) 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 and animals 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 the legal case prior to or post immobilization.

h) 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.

i) Events caused by fuels, mineral essences, and other inflammable, explosive or toxic materials transported through the Covered Vehicle.

j) The following vehicles are not covered:

1) Those used for hire or reward, except if expressly included above.

2) Those used for the transportation of goods.

k) Events not covered under the program:

1) Non-functional horn. However, if the horn is activated incessantly, services shall be provided

2) Faulty gauges and meters

3) Vehicle headlights not functional during day time.

4) Illumination warning lamps of any non-safety related lights/service warnings lights which do not render the vehicle immobilized.

5) Broken rear-view mirror not obstructing rider's view.

6) Electronic Vehicle security systems, if fitted as standard equipment, are faulty but do not render it immobilized