

# Roadside Assistance

Aeolus is providing its seamless facility of **Roadside Assistance all across India**. So next time, if somebody gets stuck with the flat tyre in serviceable area then Aeolus service will be there for immediate help **within 45 minutes** of contact on helpline number.

- Cities & Towns Covered 4678
- Districts Covered 654 ( India coverage excluding Islands )
- States Covered 29 & Union Territories Covered 7

## PROGRAM BENEFITS AND FEE STRUCTURE

Aeolus India Roadside Assistance Program – Scope

S.no.	Featured Benefits	Type of Service	Tyre RSA 12 Month
<b>COVERAGE SCOPE</b>		PAN India	
1	Breakdown Support over Phone	On-phone Assistance	Available
2	Flat Tyre Support	Road Side Assistance	Available
3	Simple medical assistance	Customer Service	Available
4	Toll free number / hotline	Customer Service	Available

## AEOLUS INDIA ROADSIDE ASSISTANCE PROGRAM – COMMERCIALS

S.no.	Featured Benefits	Type of Service	
1	RSA Services	Pan India, 24X7	

### TERMS & CONDITIONS:

- Tyre Related Road Side Assistance Services will be bundled along with Aeolus Car Tyres and given to each customer who purchases 4 or more Aeolus Car Tyres.
- Maximum two (2) events per year Eligible vehicle covered under the membership in a year.
- All prices are excluding taxes.
- The performance to be reviewed after 3, 6, 9 months for necessary action depending on the performance of the portfolio.

#### 1. Assistance over phone

In the event of the client calling for support related to vehicle problem the Company shall understand the basic problem prior to offering solutions. Some minor, recurring issues can be supported over the phone.

#### 2. Flat Tyre Support

If the Covered Vehicle has a punctured tyre or has tyre burst, the Company shall take care of replacing it with the spare tyre carried in the client's vehicle, using a provider approved by the Company. In case the spare tyre is not available or the covered vehicle has two tyres punctured, the Company shall arrange to repair the tyres from the nearest tyre repair shop. Neither the supply of parts or replacement elements, nor cost of repairs is included in this service coverage.

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## **LIMITATIONS & TERRITORIAL SCOPE**

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The territorial scope of this program shall be within municipal limits of the city or 40 km/100 Km (Service Provider Location to Location & According to plan) of Nearest Aeolus Assistance.

Assistance shall be provided in all areas accessible by requisite service or recovery vehicles through a proper road, including parking lots, city streets, motorways, national, regional and local roads, as long as the location is not inaccessible to the assistance vehicles. This service shall be provided whenever the vehicle in question is immobilized and cannot be driven on its own power. However, this service may not be provided to an immobilized vehicle if it is already at a workshop or a garage.

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## **SERVICE COVERAGE TO THE VEHICLE**

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These Coverage apply from KM 0. Understanding by KM 0 is that the client is covered from the moment he starts the car, so that the client will always be covered. This service shall be provided only to immobilised vehicles which have been covered under the program, as long as the breakdown has occurred at a place accessible by normal vehicles and towing equipment or if the vehicle is not already at a workshop or a garage.

## **GENERAL EXCLUSIONS TO ALL SERVICE COVERAGE**

- Any vehicle which has not been maintained regularly as per the guidelines of respective car manufacturers and thus is not in roadworthy condition.
- Any event where breakdown is caused by deliberately inflicted damage, vandalism or participation in a criminal act or offence.
- Any customer history where customer has twice on prior occasions misused or abused the services.
- Any event when the driver of the vehicle is found to be in any of the situations that are indicated below:
  - The state of intoxication or under the influence of drugs, toxins or narcotics not medically prescribed. For these effects, one is under the effect of alcoholic drinks when the degree of alcohol in the blood is greater than that authorized by the legislation on traffic, motor vehicle circulation, road safety, or similar ones in the country where the incident occurs.

- Lack of permission or corresponding license for the category of the Covered Vehicle or violation of the sanction of cancellation or withdrawal of them.
- Those accidents resulting from the illegitimate removal of the Covered Vehicle.
- Those accidents or breakdowns that are produced when the Client or the authorized driver 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.
- Those happening while the vehicle lacks documentation or requisites (including the Technical Inspection of the Vehicles and Obligatory Insurance) legally necessary to circulate on public roads in the country where the Covered Vehicle is found.
- Any vehicle involved in or liable to be involved in legal case prior to or post immobilization.
- Those caused by fuels, mineral essences, and other inflammable, explosive or toxic materials transported in the Covered Vehicle.
- Any public vehicle like ambulances, taxis, police vehicles and / or fire brigade vehicles and any other vehicle not used for private use are excluded of all the services coverage under these general conditions. k) Any accident or breakdown caused due to usage of the car for racing, rally and criminal activity purposes.
- Luggage that is not sufficiently wrapped or identified, fragile luggage or perishable products, and any commercial goods carried in the Covered Vehicle.
- Assistance to occupants of the Covered Vehicle different to those defined as beneficiaries.
- Any animals carried in the Covered Vehicle.
- Events which do not render the vehicle immobilised are not covered under the program. Some examples of such events are given below:
  - Non-functional horn.
  - Faulty gauges and meters.
  - Air conditioning is not working
  - Boot cannot be opened.
  - Front and for rear demisters are not working.
  - Damaged door glasses.
  - Broken Rear view mirror or rear windshield.
  - Sunroof cannot be opened.
  - Sunroof cannot be closed
  - Windows cannot be opened or closed.
  - Faulty Seat adjuster.
  - Passenger seat belts are faulty.
  - Vehicle headlights not functional.
  - Illumination of warning lamps of any non-safety related lights/service warnings lights but vehicle not rendered immobilized.

- Electronic Vehicle security systems, if fitted as standard equipment, are faulty but do not render it immobilized or alarm is not ringing incessantly.
- ABS light lamp glows ON.
- Vehicle runs out of windscreen wiper fluid.
- Front wipers are faulty.
- Rear windscreen wiper is faulty
- Damaged or faulty fuel caps
- Any noises or unusual sound which does not render the vehicle immobilized
- Other faults in the vehicle which do not render it immobilized but need repair at the workshop.

The problems / situations mentioned shall not immobilize the vehicle. It is important to consider that such a program is designed for emergencies. However, as it is endeavor of AEOLUS TYRES to provide best customer support. In any such case if AEOLUS TYRES finds that customer's safety might be at risk or he may be in adverse situation, relevant assistance service shall be activated as a goodwill measure.

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 AEOLUS TYRE to the Customer and the Customer in such cases, shall not have any right of claim against AEOLUS TYRE.