



## ARACELI HONDA - LUCKNOW

PAN: AAHCM1183G, GSTIN: 09AAHCM1183G1ZF, CIN: U70102UP2010PTC039258  
Plot no 590, Hind Nagar, Kanpur Road, Lucknow-226012, Lucknow, Uttar Pradesh, 226012  
Email ID: gmsales@aracelihonda.com, URL: , Fax: Phone: +9105224069494

### Honda Car Roadside Assistance Certificate

POLICY INFO	
Customer Name	ANUJAYA KRISHNA
Policy Number	SER-RSA-DD163-2223-72
Policy Period	4 year
Service Provider	Europ Assistance India
Account Name	: JUDGE
Policy Purchase Date	: 04-May-2022
Start Date	: 06-May-2022
End Date	: 05-May-2026

  

VEHICLE INFO	
Model	CITY PE
VIN No.	MAKGM653DN4406864
Date of Sale	: 04-May-2022
Registration No	:

PRICE DETAILS	
Particulars	Amount
Total Basic Price of Policy	₹4097.00
CGST @ 9%	₹368.73
SGST @ 9%	₹368.73
Total Amount Payable (Paisa Rounded Off)	₹4834.46
Invoice Amount in Words: Rupees Four Thousand Eight Hundred Thirty Four Only	₹4834.46

I have understood the terms and conditions for HondaCare Road Side Assistance given in the Road Side Assistance Booklet and I agree to abide by the same.

(Customer Signature)



Congratulations for enrolling into HondaCare Roadside Assistance Program.

Your service will be activated in 3 working days.

Kindly quote VIN Number or Registration No for 24\*7 Roadside Assistance

In case of any misrepresentation of facts, the service may be denied

For detailed Terms and Condition of program, ask selling dealer for the product brochure. Please keep the certificate handy in your vehicle always. For Non-Stop help, please write to us on [honda@carsa@europ-assistance.in](mailto:honda@carsa@europ-assistance.in)/call us on 18002660130/18001035130.

Self attested  
Anujayakrishna

**HondaCare Roadside Assistance – Terms & Conditions**  
**Congratulations on your purchase of HondaCare Roadside Assistance!!**

**Calling for help in emergency:**

In case your covered vehicle is immobilized due to mechanical / electrical problem or accident, help is at hand by dialing  
**1800 266 0130 and / or 1800 103 5130**

Operator on the line shall arrange for suitable support after verifying the following details:

- Vehicle registration and / or Chassis number
- Description of the problem
- Your name, exact location and contact number

**Support available:**

Assistance shall be arranged for the covered vehicle through suitable means as per details given below:

1. **Breakdown Support Over Phone**

In the event of the covered customer calling in for support same shall be provided. Some minor issues can be supported over the phone such as - inability to operate some feature or understanding meaning of warning lamps etc.

1. **"On site" Preliminary Support of the Covered Vehicle**

In the event of immobilization of the Covered Vehicle due to mechanical or electrical breakdown and as long as the said fault can be repaired at the place of immobilization, support shall be provided. Neither supply of parts, consumables nor replacement elements, nor materials general are included.

1. **Replacement Keys**

If keys of the Covered Vehicle are lost or misplaced, support shall be arranged for delivery of duplicate set from customer's place of residence. This service is applicable within city limits from customer's registered address.

1. **Locked/ Lost Keys**

In case the keys of the covered vehicle are locked-in, support shall be provided to customers to get them out of the car. Any breakage of glass or door beading, if required shall be with prior approval of the customer and to their account. The customer shall have to arrange for a duplicate set on their own cost and efforts.

1. **Fuel delivery**

If the Covered Vehicle runs out of fuel, up to 5 litres of fuel shall be delivered free of cost to the customer

1. **Emptying of the Fuel Tank**

If due to an error, the Covered Vehicle's tank is filled with the wrong fuel, the vehicle shall be towed to the nearest HONDA authorized workshop

1. **Battery Jumpstart**

If the Covered Vehicle does not start due to the battery being discharged, jumpstart of the battery shall be arranged wherever possible. Neither the supply of parts or replacement elements, nor materials in general are included in this service coverage. In case battery jumpstart is not possible, vehicle shall be towed to the nearest Honda Authorized workshop.

1. **Flat Tyre Support**

If the Covered Vehicle has a punctured or burst tyre, support shall be provided for changing it with the spare tyre carried in the customer's vehicle. In case where spare tyre cannot be used, vehicle shall be either towed to nearest tyre repair shop or the customer shall be accompanied to nearest tyre repair shop and back to vehicle. The customer shall have to pay repair charges directly to the tyre repair shop.

1. **Transportation / Towing of the Covered Vehicle.**

In the event that Covered Vehicle is immobilized due to the breakdown or accident and "On site preliminary support" is not possible, the Covered Vehicle shall be towed to the nearest HONDA authorized workshop.

1. **Removal / Extraction of vehicle**

In case the removal or extraction of the vehicle is needed i.e. vehicle has fallen into a pit or ditch and it is required to be removed or extracted, support shall be provided to arrange the service on payable basis. These costs shall be directly paid (on-spot) by customer to the service provider.

1. **Provision of local Taxi**

In the event that Covered Vehicle is immobilized due to the breakdown or accident and "On site preliminary support" is not possible, and the Covered Vehicle is towed to HONDA authorized workshop, support shall be provided for arranging a local taxi free of cost to the customer for up to 50kms, wherever required. This service is to enable the customer to accompany the vehicle to the dealership or travel to the nearest convenient place. In case the customer wishes to utilize this service for longer distance (s)he may do so by directly paying to the provider, as per prevalent rates, for additional round trip kilometres.

1. **Towing cost reimbursement**

If the Covered Vehicle is immobilized due to breakdown and it is eligible for obtaining services, but as a rare chance, it is not feasible to provide service to Customer (due to inability to arrange for appropriate services), the customer shall be reimbursed with the cost incurred for towing the Covered Vehicle to the nearest garage with a limit of Rupees two thousand (Rs. 2,000) per event. The Customer must have called the Toll Free Number and obtained authorization, prior to availing service and must provide documents justifying the event and the costs borne. This benefit is limited up to one event per year per vehicle.

1. **Legal Co-ordination**

*Self-attested*  
*Anujayash*

In case of any legal problem arising due to breakdown or accident, especially when the customer is travelling outstation, support shall be provided to share contact details of the nearby professionals in related field and earnestly try to ensure their first contact, in order to provide convenience to such customers. All monetary or other transactions shall be directly between the customer and service.

1. **Relay of Urgent Messages**

The Company shall take charge of relaying unlimited urgent messages of the Customer parties, relating to any of the events covered by any services under this Scheme.

**GENERAL SERVICE CONSTRAINTS TO SERVICE COVERAGE**

It shall be endeavour of INDIA ASSISTANCE to support customers at all times. However, under certain specific circumstances, as given below, it may not be feasible or practical to provide services.

- a) Any vehicle which has not been maintained regularly as per HONDA guidelines and thus is not in roadworthy condition.
- b) In any case, if the customer / beneficiary refuses to pay for the services offered on chargeable basis, the vehicle shall be disqualified or shall not be eligible for the service for minimum one year.
- c) Any event when the driver 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.
- d) Any event where breakdown is caused by deliberately inflicted damage, vandalism or participation in a criminal act or offence.
- e) Any customer history where customer has twice on prior occasions misused or abused the services.
- f) Those accidents resulting from the illegitimate removal of the Covered Vehicle.
- g) Those accidents or breakdowns that are produced when the Customer 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 them as long as the infraction has been the determining cause of the accident or the causal event of the incident.
- h) Any vehicle involved in or liable to be involved in legal case prior to or post immobilization.
- i) 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.
- j) Events caused by fuels, mineral essences, and other inflammable, explosive or toxic materials transported in the Covered Vehicle.
- k) 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.
- l) Luggage that is not sufficiently wrapped or identified, fragile luggage or perishable products, and any commercial goods carried in the Covered Vehicle.
- m) Assistance to occupants of the Covered Vehicle different to those defined as beneficiaries.
- n) Any animals carried in the Covered Vehicle.
- o) The following vehicles shall not be covered:
  - 1) Those used for hire or reward, except if expressly included above.
  - 2) Those used for the transportation of goods.
  - 3) Those with more or less than 4 wheels.
  - 4) Those not powered exclusively by an internal combustion engine.
  - 5) Those with an authorized maximum weight exceeding 3,500 Kg.
  - 6) Those with dimensions greater than:
    - (a) 2.5 meters in height.
    - (b) 2.5 meters in width.
    - (c) 5.1 meters in length.
- p) Events not covered under the program:
  - 1) Boot cannot be opened.
  - 2) Non-functional horn. If the horn is activated incessantly, the Services shall be provided.
  - 3) Faulty fuel gauge.
  - 4) Non-functional Speedometer.
  - 5) Non-functional sunroof operation.
  - 6) Non-functional Air-conditioning.
  - 7) Non-functional demisters.
  - 8) Vehicle headlights not functional during day time.
  - 9) Non-functional Seat adjustor but the vehicle can be driven safely.
  - 10) Illumination warning lamp of ABS, airbag warning or traction control or any such non-safety related lights/service warnings lights which do not render the vehicle immobilized.
  - 11) In the event of passenger doors not opening or seatbelts not functioning and there are no passengers except the driver.
  - 12) Damaged door glasses or non-functional windows when there are no securities or weather risks. Broken rear-view mirror not obstructing driver's view.
  - 13) Damaged or faulty fuel cap but vehicle has sufficient fuel to reach the nearest authorized dealer.
  - 14) Windscreen wipers turning faulty in fair weather or vehicle running out of windscreen wiper fluid.
  - 15) Electronic Vehicle security system are faulty but do not render it immobilized and the alarm is not hooting continuously.

*Self-attested*  
*Amjyashree*