



## CARS24 SELLER PROTECTION POLICY

17 July 2022

Appt ID: 13244996783

CARS24 Seller Protection Policy is an exclusive programme by CARS24 to protect the customers selling their car from any unwarranted post-sale situations. This means that till the car's Registration Certificate (RC) is transferred in the name of the new buyer, we will take care of any hassles related to the car. In case there is any unforeseen incident with your car while the transfer is in process, our legal experts will extend full support and all expenses\* related to the same are covered by us. All you have to do is call our helpline number - 1800 258 5656. We take full responsibility for safeguarding the interests of our sellers before the ownership of their car is transferred.

CARS24 Seller Protection Policy assures to protect you (Registered Owner) from:

1. Any issue(s) which may arise against you from any misuse of the Vehicle
2. Any case which may be lodged against you in case of any mishap/accident involving the Vehicle
3. Challans issued against the vehicle post delivery of the car to CARS24
4. CARS24 will engage a lawyer at its own cost (s) to represent you before and with any judicial / quasi-judicial / law enforcement agencies, wherever required

### Terms & Conditions:

1. You (Registered owner) should have provided physical delivery of the Vehicle with CARS24
2. There is no breach of the Terms & Conditions as on the Application Form and all other T&Cs
3. The issue/case comes to the knowledge of CARS24 in appropriate time
4. The issue/case is being allowed to be handled exclusively by CARS24 for and on your behalf
5. The coverage is applicable from the date of physical delivery of Vehicle with CARS24 till the RC ownership is transferred in name of end-buyer

### The policy will NOT be applicable if:

1. In case of non-submission of any documents or non-fulfillment of requisite formalities required by the government authorities or CARS24 within 15 days of intimation, including but not limited to presence at RTO, valid loan NOC from the bank in case of hypothecation removal, etc. CARS24 shall not be liable for any default or discrepancy in the documents of whatsoever nature and the policy will stand void
2. There are any encumbrances on the vehicle and/or violations under applicable laws
3. You assign any such issue/case to a lawyer/third party of their own choice
4. CARS24 is not aware of any such issue through the helpline number or the customer care email

For detailed FAQs, please visit the CARS24 website or refer to the mail sent to your registered email ID



Note: This is an electronically generated letter and does not require Cars24 representative's signature

*R. Naths*  
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