

Special Conditions & Exclusions

SPECIAL EXCLUSIONS:

- Vehicle is involved in motor racing, rallies, speed or duration tests, practice runs or operated outside official roads.
- Assistance is required as a result of wars, riots, uprising, mass political demonstrations, pillage, strike, use for military purposes or acts of terrorism, earthquake damage, freak weather conditions, atmospheric phenomena, nuclear transformation phenomena or radiation caused by artificial acceleration of atomic particles.
- Breakdown is caused by deliberate damage, vandalism or participation in a criminal act or offence.
- The immobilization is resulting from damage caused by intervention of the police or other authorities.
- Any damage resulting from the use of the vehicle against the recommendations of the owner manual.
- Any consequential costs and/or damage to property as a result of a breakdown.
- Vehicles kept in a non-roadworthy condition or not serviced in accordance with the manufacturer's recommendations.

SPECIAL CONDITIONS:

- If towing vehicle is caught by police because of incomplete documents of Customer's vehicle or due to not having FIR copy or other necessary documents, then Customer has to pay the penalty or fine to government authority or has to pay to Roadbays.
- Assistance ASP who may pay such penalty on behalf of the Customer. All charges pertaining to the same will have to be borne by the Customer or will be reimbursed by the Customer to Roadbays Roadside Assistance.
- Toll Tax, state boarder toll tax etc. if any will be borne by the Customer if the customer vehicle is towed across.

ADVERSE WEATHER:

On occasion of adverse weather conditions such as floods, heavy rain, thunder / lightening or other external factors may affect our ability to provide services and it may become physically impossible to assist you until the weather improves. During such times, the main priority will be to ensure that you and your passengers are taken to a place of safety; the recovery of your vehicle may not be possible until weather conditions permit.

EXTERNAL FACTORS:

Roadbays Roadside Assistance Program will take every effort to reach you once you make the call however external conditions including traffic could delay such an effort.

While Roadbays Roadside Assistance Program will take every effort to reach you once you make the call however if the vehicle is immobilized and falls in a ditch/ valley/ area that are inaccessible and from where it is not possible for normal tow truck to provide assistance. In all such cases, if the customer wants to extricate the vehicle, it may call for usage of special salvage equipment which will be arranged on charge basis. During any such exercise, the Roadbays program will not be responsible to any consequential damage that may happen.