

TYST



Warranty Policy: Vehicles and Batteries

Scope of Warranty

TYST DRIVE INDIA PRIVATE LIMITED, (hereinafter called TD IPL) offers a warranty for its vehicles and batteries manufactured by it (hereinafter called as Products) sold directly by it or through its authorised dealers.

Vehicles

Tyst Drive India Private Limited reserves the rights either to replace or repair, at their facility or at their authorised dealer (hereinafter called as authorised service centres) free of cost, those parts which may be found on examination to have a manufacturing defect within one year from the date of sale (or) first 20,000 kms whichever occurs earlier of its operation.

Batteries

Tyst Drive India Private Limited reserves the rights either to replace or repair, at their facility or at their authorised dealer (hereinafter called as authorised service centres) free of cost, those parts which may be found on examination to have a manufacturing defect within three years from the date of sale (or) first 30,000 kms whichever occurs earlier.

Condition of Warranty

The warranty coverage for Products will be valid only if the following are availed & followed: All Periodic Services as per, the schedule is given below:

- First service: At 700km - 1000km (free)
- Second service: At 3500 kms
- Third service: At 7000 kms
- Thereafter every 4000 kms

The claim for exchange (or) repair of parts shall be considered only when:

- Customer ensures that immediately upon the discovery of the defect he inform the nearest TDIPL authorised service centre and produce the vehicle if required. The expenses if any for bringing the affected Vehicle to the authorised service centre has to be borne by the customer only.
- Customer produces the Warranty certificate in original, to enable TDIPL authorised service centre to verify ownership & service record.
- If the batteries fitted on vehicles are supplied by another manufacturer the customer has to approach them directly for any warranty claim and TDIPL shall not be liable for any repair or replacement of such batteries.
- Warranty claims in respect of proprietary items like Tyres, Tubes and Battery are warranted by their respective manufacturers and shall be claimed on them directly by the customer as per their warranty terms and TDIPL shall not be liable in any manner to replace them.
- However TDIPL service centre will give full assistance in taking up the claims with respective manufacturers.
- TDIPL reserves the right to carry out the replacement of the defective part with the same part manufactured by another vendor, which is also used by TDIPL.
- TDIPL undertake no liability in the matter of consequential loss or damage caused due to the failure of parts. Delay, if any, for carrying out the repairs at TDIPL authorised service centres, shall not be a ground for extending the warranty period, nor shall it give any right to the customer for claiming any compensation for damages.
- One year warranty for Motor, Controller and Shock absorber.
- Customer should come to the manufacturer or dealer to get the valid service.

Limitation of Warranty

Warranty does not apply to

- Normal maintenance operations such as Periodic maintenance, Wheels and Brakes and adjustments as well as any other normal adjustments.
- Normal service wear and tear items (i.e.) Brake Shoes, Shims / Fasteners, Race Bearing kit, Gaskets, Rubber Parts (or) Plastic components, Wheel Rims (in case of misaligned or bent), Electrical items like Bulbs and fuses.
- Lights and Switches
- Use of non-genuine parts (or) accessories not approved by TDIPL which affects the performance and reliability of the vehicle.
- Premature failure of the motor or electrical items due to voltage surge in the electrical supply while charging.
- If any of the free or paid services are not done as per schedule, the warranty tends to stand void. Parts of the vehicle have been subjected to misuse, accident, and negligent treatment, use of bad quality parts which are not manufactured (or) not recommended for use by TDIPL on their Vehicles.
- Parts of the Vehicle getting rusted or their plating or painting coming off due to atmospheric conditions like Sea Breeze and Industrial Pollutions.
- Vehicles used for any Competition (Le.) Rallies (or) Races, if it is used for any commercial purposes like Hiring etc. TDIPL undertakes no liability in the matter of any consequential loss (or) damage caused due to failure of the parts.
- Parts repaired (or) replaced under this warranty are warranted only for the original warranty period of TYST vehicles.

ALL DISPUTES WILL BE SUBJECTED TO THE JURISDICTION OF COIMBATORE

The contents of this page may be changed without notice. All rights reserved by **TYST DRIVE INDIA PRIVATE LIMITED**. No one is allowed to make copies of, reproduce, change or modify any part or all the contents of this page without expressed permission of **TYST DRIVE INDIA PRIVATE LIMITED**.