

Maruti Suzuki Extended Warranty Obligation:

If any defect(s) should be found in the Maruti Suzuki vehicle within the extended warranty coverage period in the electrical/mechanical part, Maruti Suzuki's only obligation is to repair or replace at its sole discretion the part shown to be defective, with a new part or the equivalent at no cost to the owner for parts or labour, when Maruti Suzuki acknowledges that such a defect is attributable to faulty material or workmanship at the time of manufacture. Such defective parts, which have been replaced, shall become the property of Maruti Suzuki.

The owner is responsible for any repair or replacements that are not covered by this extended warranty.

Extended Warranty is subject to the following terms & conditions:

1. Extended Warranty registration form & certificate of extended warranty registration

The Extended warranty registration form & the certificate of extended warranty registration forms a part of contract between Maruti Suzuki India Limited and the owner of the extended warranty of the vehicle as per the details mentioned on the extended warranty certificate.

2. Limitations:

This extended warranty shall not apply to:

- a) Any vehicle which has been used for competition, rallies or racing or for any purposes other than what it was designed for.
- b) Any repairs or replacement arising from accidents or collision.
- c) Any defect or damage caused by misuse, negligence, abnormal use, insufficient care, vandalism, theft, riot, fire, flooding not limited to entry of water/fluids in the components resulting in engine seizure, hydrostatic lock, etc. or any external damages to the body/ components.
- d) Any damage as a result of usage of adulterated fuel/ lubricants/ oil/ coolant/ fluids/ polishing products or any fuel/ lubricants/ oil/ coolant/ fluids used other than those specified in the Owner's Manual and Service Booklet.
- e) Any vehicle which has been modified or altered, including without limitation, the installation of performance accessories, enlargements of lights or any other external changes.
- f) Any vehicle on which parts or accessories not approved by Maruti Suzuki have been fitted and the damages to the body/components due to such fitment.
- g) Any vehicle which has not been operated in accordance with the operating instructions prescribed in the Owner's Manual and Service Booklet
- h) Any vehicle in which the scheduled service inspections as prescribed in this Owner's Manual and Service Booklet has not been carried out.
- i) Any damage owing to the vehicle being assembled, disassembled, tampered, adjusted or repaired by any unauthorized dealer/ service station.
- j) Any damage or deterioration to the vehicle or its parts caused by airborne fallout, industrial fallout, acid rain, hail or hailstorm, windstorm, lightning or any other environmental factors, bird droppings, rodents bite/ rat bite.
- k) Insignificant defects which do not affect the function of the vehicle including without limitation, sound, vibration and fluid seep etc.
- l) Any natural wear & tear including without limitation, ageing, wear & tear or deterioration such as discoloration, fading, deformation or blurring and fabric discoloration.
- m) Vehicles wherein domestic LPG gas/LPG Cylinder/CNG kits has been retrofitted.
- n) Corrosion, rusting of body parts and/ or components.
- o) Any vehicle on which odometer has been changed unauthorisedly or odometer reading has been modified/ tampered with/ or not matching with the service records.
- p) The damage(s) caused to the vehicle being unattended despite knowledge that the defect exists and ignorance by the owner/ user of the vehicle.
- q) Any damage(s) caused to the vehicle including battery/ tyre due to parking of the vehicle in idle condition for long duration of time periods.
- r) Any vehicle on which any retro fitment is done which is not authorized and/ or type approved as per standards prescribed by the relevant authority including but not limited to Automotive Industry Standards.
- s) Any vehicle on which the retro-fitment is such which directly or indirectly causes any damage to the vehicle or affects the functions of the vehicle in any manner whatsoever.

3. List of services and components not covered:

This is limited list of items not covered: -

- a) Normal maintenance service required, including without limitation, oil and fluid changes headlight aiming, fastener retightening, wheel balancing, wheel alignment and tyre rotation, cleaning of injectors, ignition timing, clutch and valve clearance.
- b) The replacement of normal wear parts, including without limitation, bulbs, battery, tyres, tubes, spark plugs, brake discs, brake shoes, brake drum, brake pads, belts, hoses, filters (all types) with or without sensors, wiper arms/ wiper blades and brushes.
- c) Any seals and gasket replaced or refitted as a part of periodic scheduled maintenance services.
- d) Clutch disc, clutch pressure plate, catalytic converter, and muffler.
- e) Replacement of belts (timing belt, SHVS belt/ Alternator/ compressor/ water pump, etc.)
- f) Trims, wheel rims, wheel alloys, rubber & plastic parts, all body panels including, glass run, seat fabrics, roof lining, gear knob, steering wheel logo, all emblems, cup holder and door weather strips.
- g) Paintwork, bodywork and mouldings, water/fluid entry into the vehicle or parts, corrosion of body parts, glass, key and interior trims.
- h) Lithium-ion battery & Motor Generator Unit for petrol vehicles.

For Eco Ambulance and Super Carry below are the additional items not covered:

- i) Oil Seals, all kinds of mountings, Oxygen sensor, any damage due to fuel seepage or fuel adulteration.
- j) Ball joints & tie rods, Tie rod ends, Lower Arm, Rubber/plastic or half metallic hoses, struts and shock absorber (All spring, bellows/mountings), bearing hub bush kits and rubber parts, Leaf spring, Propeller shaft and differential assembly including its child parts.
- k) In brake system, wheel bearings & wheel cylinder.
- l) Horn, relays & fuses are not covered in electronic component segment

For Eco Ambulance below is the additional item not covered:

- m) Stretcher and Oxygen clamp

4. Cancellation of EW Policy

- a) Any Extended Warranty if required to be cancelled, can be done till the vehicle is under primary warranty by Extended Warranty selling dealer. There will be an administrative fee of Rs 200/- or 10% of Extended Warranty basic price (whichever is higher) for policy cancellation. Also, tax amount collected during Extended Warranty will not be refunded. For Extended Warranty cancellation, customer must visit nearest dealership and submit the request of cancellation.

- b) If you opted for the "Easy EMI" option and cancel your extended warranty, you need to contact your respective bank or their call centre to cancel the EMI. Maruti Suzuki is committed to providing excellent service but kindly note that EMI transactions are handled directly by the respective financial institutions. For any concerns or issues related to EMI payments, please reach out to your finance provider for assistance.
- c) In case of Extended Warranty cancellation of "Easy EMI" option, then the interest cost, convenience charges or any related cost will be borne by the customer.
- d) In case of online payment done by the customer for the purchase of Extended Warranty, the refund after cancellation of Extended Warranty will be take up to 12 working days.
- e) Any converted policy (Gold to Platinum, Gold or Platinum to Royal Platinum, Platinum to Royal Platinum, Royal Platinum or Platinum to Solitaire) will not be cancelled under any circumstances.