

Terms & Conditions: HSS Promise

First Complimentary Service:

- First complimentary service includes only basic tuning of bicycle up to 90 days* from date of invoicing by Dealer to the customer.
- First complimentary service doesn't include washing* of bicycle.
- Dealer may charge for any additional services against consumables, labor and spare parts.
- Any part/component replacement/major service will be treated strictly as per Hero Cycles warranty policy.
- Dealer upon instructions from Hero Cycles can change/ modify / withdraw the offering of complimentary first service without any prior intimation.
- This complimentary first service can be availed by customer from the same Dealer store only from where bicycle has been purchased.
- Dealer has rights to decide the day to provide this complimentary first service.
- Dealer is not liable to pick-up and drop bicycle for this complimentary first services.
- This complimentary first service is non-transferable and not cashable.
- This complimentary first service is applicable on selected models only.
- Hero Cycles Limited has full and absolute right to withdraw, change and amend any of the offered services including complimentary first service without any prior intimation to the customer.
- In case of any dispute between customer and Hero Cycles, courts of Ludhiana shall prevail.

Complimentary Delivery after purchase of bicycle:

- Complimentary delivery available on selected models^ only.
- This can be provided within 5kms from the point of purchase i.e. from Dealers store location.
- Any other location beyond 5 kms will be charged as per decided by Dealer.
- Complimentary delivery includes bike in fitted condition.
- Dealer may change date and time of delivery as per availability of slots and transportation facility.
- Dealer may deny or withdraw delivery support without any prior intimation.
- This delivery facility to consumer is one time only and is non-transferable.
- Hero Cycles Limited may deny or withdraw delivery support without any prior intimation.
- In case of any dispute between customer and Hero Cycles, courts of Ludhiana shall prevail.

Complimentary Insurance: (For Consumers Only)

- Complimentary insurance is applicable on selected bicycles* only.
- Complimentary insurance is applicable on selected bicycles* through application only available with Dealer. (Not Applicable from Hero Cycles website*)
- Insurance terms and conditions are strictly as per insurance service provider/insurer.
- Only accidental damage and theft is covered under this insurance policy.

Depreciation Slab

Period	Depreciation
0-6 Months	15%
7-12 Months	25%

Slab	File Charges
0-20000	100
20000 and above	300

- Insurance is provided by HDFC ERGO and service for issuance of policy will be provided by service provider i.e. Toffee through its application.
- Hero Cycles Limited or insurance service provider has full rights to withdraw, change and amend any of the offered services without prior intimation.
- In case of any dispute between customer and Hero Cycles, courts of Ludhiana shall prevail.

Complimentary Insurance: (For Dealers Only)

- Complimentary insurance is applicable on selected bicycles* only.
- Insurance done through these terms & conditions, Dealer shall be entitled Rs. 49/- handling charges.
- Only accidental damage and theft is covered under this insurance policy.
- Insurance is provided by HDFC ERGO and service for issuance of policy will be provided by service provider i.e. Toffee through its application.
- Dealership is not entitled any other incentive/scheme for the insurance done under these terms & conditions.
- In case of any dispute between Dealers and Hero Cycles, courts of Ludhiana shall prevail.

Sign		
Name	Soumyo Guin	Alok Prakash
Desig.	Initiator Name GM: Retail	Retail & Sales Head

Annexure-1

Model List

Model Name	Model Name
RX3	BARRACUDA
RX2	BONITO
RX1	ELK
DUKE	GYRFALCON
INSIDER	IGUANA
GENEX	SALAMANDER
COUNT	SPRINGBOK
SPARK	REACTION
TRANS	KIXS
HOWLER	MONK
ICON	DOMINATOR
NEXT PRO	FINISHER
BIG DADDY	ATTITUDE
ZEPHYR	SIREN
STORM	SPECTRAL
SKYLER	OFFSPRING
TRAVELLER	WHISTLER
GUST	ANALOGUE
NEXT	DUDE
DTB PLUS	HALCON
DTB	DORAN
ULTRON	HUSTLE
THORN	COMPASS
IGNITE	VOLTAGE
MOUNTAIN	MANHATTAN
PARKOUR	SWEED
CALIBER	CERALO
JOPLIN	ALBATROSS
DRAGONFLY	OVERDRIVE
VENICE	

Note: Scheme is applicable mentioned above 59 models, further addition or deletion of models will be notified by company