



OWNER'S STARTER GUIDE

BUY | SELL | FINANCE





Welcome to the CARS24 family

Thank you for trusting CARS24 for buying your car. You are now part of our family of over half a million satisfied customers around the globe! We've pulled out all stops to ensure that you have a seamless experience with your car ownership.

We wish you many years of happiness on the road behind your wheel!

This handbook provides key information on the following:

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7-DAY RETURN POLICY

Buying a car is a big decision and we understand that sometimes things don't work out. While every car we sell goes through a thorough 140-point inspection, refurbishment and service, you may still feel like the car you bought is not for you. Although we hope that never happens, we offer an easy 7-day return (as long as the car has run less than 500 km) exclusively on **Prime Cars** in case you feel the car is not right for you—no questions asked! We encourage you to test drive your new **Prime Car** thoroughly (but carefully!) during this period.

Here's how it works:

- After purchasing a car, you have 7 days to drive it at your own pace. Use this time to ensure it meets your needs, functions properly, and, most importantly, feels like the right car for you.
- If you aren't happy with the car, you can raise a return request via the CARS24 App or write to us at support@car24auto.com within 7 days of delivery.
- Our team will call you to assist you with any concerns that you may have with the car.
- Once the return is confirmed, our team will inspect the car to ensure it is in the same condition as when we sold it to you. The re-inspection will happen at the place agreed by our team and the report will be shared with the customer for transparency.
- Once the details are verified, the customer needs to drop the car at the CARS24 hub and the refund will be processed within the next 3-4 working days.

Terms & Conditions

1. A return request must be raised within 7 days of car delivery.
2. The 7-day return period begins once the delivery OTP is entered into the system. Please ensure you share the delivery OTP with the sales team only at the time of physically receiving the car.
3. If the car has been in an accident, is modified, altered, or damaged, the return policy will not be valid. The vehicle should be in the same condition it was delivered in.
4. The car should not have been driven more than 500 km from the date of delivery.
5. Once the return is confirmed, the customer must drop off the car at the same yard where it was originally delivered, within 24 hours of the confirmation. Please ensure that the car is not driven more than 500 km before it is returned to the yard.
6. The following Value Added Services (VAS) are non-refundable upon returning the car: FASTag, Starter Kit, Car Detailing, Dash Cam, and Smart Tyre Inflator.
7. For cases involving loans, the loan cancellation process may take up to 25-30 days to complete.
8. All refunds will be processed to the same account from which the original payment was made. CARS24 is not responsible for any issues if the payment was made from a third-party account. Refunds will be automatically credited back to the original source account.



INSURANCE PROCESS

Car insurance is a safety net for your car—it safeguards your car (and your bank balance) from any unforeseen events. It is also mandatory as per the Motor Vehicles Act, 1988. We strongly recommend insuring your vehicle and have outlined a few simple steps you can follow to complete the process.

1. **New insurance purchase via CARS24:** When you buy a new insurance policy via CARS24, your car is insured from the date of purchase. A fresh insurance policy is issued directly under your name.
2. **Continuing with the previous owner's car insurance policy:** In case you would like to continue with the previous owner's valid policy, please ensure to initiate the insurance transfer process after the 7-day buyback window has passed. As mandated by the Motor Vehicles Act, it is the new owner's responsibility to get the insurance transferred within 14 days of car purchase.

Here are the steps you can follow to get the insurance transferred to your name

- a. **Check the previous owner's policy:** Refer to the previous owner's policy shared with you. Contact the insurance provider to initiate the transfer. You may be required to submit documents from the list below. These documents will also be available on the CARS24 App:

Document	Provided by
Previous owner's policy document copy	Available on CARS24 App
Form 29/30 or RTO receipt or transferred RC	Available on CARS24 App
Insurance transfer application (NOC) from the previous owner	Available on CARS24 App
New owner's Aadhaar, PAN card, Driving License	New owner
New owner's contact number & email ID	New owner

- b. **Schedule a physical inspection:** Schedule a physical inspection of your car by the insurance provider. Alternatively, some insurance providers also offer the option of self-inspection online.
- c. **Pay the required amount:** Pay the amount to the insurance provider required to complete the transfer process.
- d. **Track your transfer:** Collect the insurance transfer receipt copy as a reference to track the progress of the insurance transfer.

Special cases

1. If the insurance was issued through a Car Dealer/OEM, the new owner might need to visit the Car Dealer/OEM to complete the insurance transfer.
2. If the new owner opts for the previous owner's insurance and the No Claim Bonus (NCB) benefits were used by the previous owner, the new owner will need to pay the difference in NCB to the insurer when transferring the insurance into their name.
3. If the new owner chooses to continue with the previous owner's insurance, they should be aware that they will not be able to make any insurance claims until the insurance policy is transferred to their name.

CARS24 is here to assist you with any questions or concerns about the insurance process. You can request a callback via the CARS24 app any day between 9 AM and 6:30 PM, or reach out to us by email at support@carriota.com.



OWNERSHIP TRANSFER PROCESS

CARS24 provides complete assistance with the transfer of registration of your car. The following information will help you better understand the RC Transfer process.

1. **Documentation:** The following documents are usually required for RC Transfer
 - Aadhaar Card
 - PAN Card
 - Address Proof
 - Any additional requirements as per the RTO norms will be communicated by our team
2. **RTO Processes**
 1. Party Peshi (RTO Visit): Some RTOs require vehicle owners to be present to initiate the process of RC Transfer. This is called 'Party Peshi'.
 2. Certain RTOs send an OTP to the new-owner's Aadhaar-linked mobile number for the registration transfer. Our team will contact you to confirm the OTP and initiate the RC transfer on your behalf. Please note that any delays in providing the OTP may result in a delay in the ownership transfer process.
3. **Transfer Timelines And Status Updates:** The ownership transfer process usually takes 60-90 days after submitting all required documents. However, in very few cases, it may extend up to 180 days due to specific RTO requirements, processes, and schedules. You can also check the RC Transfer progress on the CARS24 app in the 'My Cars' section, the Government's Vahan portal (vahan.parivahan.gov.in), or on your respective RTO's website.
4. **Digital RC:** Once you have the digital RC, you can drive worry-free even if you do not have your physical RC.
5. **Delivery Of RC Physical Copy:** The physical copy of your RC will either be couriered to you via CARS24 or directly via the respective RTO to the address mentioned on your RC. Please ensure someone is available to collect the same at the address mentioned on your RC, along with any of your Government-issued identity proof. The RC might get returned to the RTO in case of non-availability of the same. You can also raise a support request with CARS24 to help locate your RC or assist with the issuance of a Duplicate RC (DRC), which may incur applicable charges.

If the RC was couriered by CARS24 and is not received, please raise a ticket from your CARS24 App within 60 days of dispatch. After this period, CARS24 will no longer be able to trace the courier, and you will need to apply for a duplicate RC. Charges for this service will also apply.



ADDING SMILES TO YOUR MILES

Buy with confidence
and own with ease.





UNDERSTANDING YOUR WARRANTY

30 Days Free Comprehensive Warranty (Applicable only on Prime Cars)

At CARS24, we're dedicated to making your car-ownership journey a hassle-free one. Apart from a meticulous 140-point inspection, we also provide a **30-day comprehensive warranty exclusively on Prime Cars**, so you don't need to worry about any unforeseen maintenance or repair costs.

As the name suggests, this comprehensive warranty is valid for **30 days or up to 1,500 km from the date of purchase (whichever is earlier), only on Prime Cars**.

CARS24 extended warranty plans

Owning a car is a long-term commitment, and our extended warranty offers longer-term coverage beyond the initial 1-month warranty, ensuring your car is protected against unexpected repair costs that might otherwise cause financial strain.

We offer several plans to suit your needs:

Plan Name	Plan Duration	Warranty type		Kms. range validity
		Comprehensive	Standard	
Gold+	13 months	1 month	12 months	Up to 15000 kms
Platinum+	25 months	1 month	24 months	Up to 30000 kms
Emerald+	37 months	1 months	36 months	Up to 45000 kms
Diamond+	12 months	12 months		Up to 15000 kms

The 1-month comprehensive warranty under Gold, Platinum, and Emerald plans begins from the date of car delivery.



ADDITIONAL DETAILS ABOUT CARS24 EXTENDED WARRANTY

You have the option to include one of the CARS24 Extended Warranty Plans. Please note that the warranty plans cannot be extended beyond their specified periods.

- **Refund Policy:** Once the 7-day return period has passed, the extended warranty becomes non-refundable. However, if you choose to return the car within those initial 7 days, both the car's cost and the extended warranty cost will be fully refunded.
- **Repair Process:** In the event of a warranty claim requiring repairs at CARS24's service centres, please be aware that no temporary car will be provided.
- **Service Locations:** Please note that warranty-related repairs can only be performed at CARS24 workshops. Claims for repairs done at non-CARS24 workshops will not be accepted.
- **Coverage Limitations:** The comprehensive warranty and powertrain warranty have coverage limitations and focus on specific components. Keep in mind that components and systems affected by regular wear and tear are not included in the warranty coverage.

We believe these extended warranty plans provide valuable peace of mind and protection for your investment. Feel free to reach out to our customer service team for any further information or assistance regarding our warranty offerings.

BENEFITS OF CARS24 WARRANTY



Comprehensive Coverage

Covers mechanical and electrical breakdowns



National Serviceability

Warranty claims can be availed in all major Indian cities

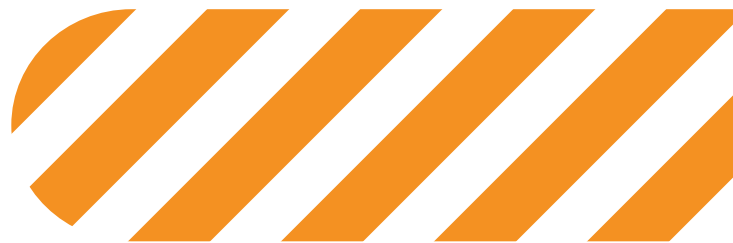


Fully Refundable

CARS24 Warranty is fully refundable as part of our 7 day returns policy

STANDARD WARRANTY

Best-In-Class Protection For Your Car's Core Systems



Our **Standard Warranty** delivers industry-leading coverage for your car's most essential components, including the engine, manual and automatic transmission, air conditioning, and front/rear-wheel drive. Designed to set a benchmark in reliability, it offers significantly higher protection than most warranties available, ensuring peace of mind for critical systems.

Standard warranty inclusions

Engine

Oil Pump
Crankshaft & Pulley
Connecting Rods & Bearings
Big End And Main Bearing
Inlet and Exhaust Valves
Cylinder Block and Cylinder Head
Gudgeon Pins Rings
Camshaft and Bearings
Pistons & Rings
Springs and Guides
Rocker Arm and Shaft
Tension Bearing
Water Pump
Hydraulic Lash Adjuster (Lifter)
Tappet Cap
Tappet Cover
Tappet Cover Gasket/Sealant
Vacuum Pump
VVT Solenoid Valve
Thrust Washer
Engine Block Assembly
Engine Oil Sump
Engine Oil Sump Assembly
Engine Timing Assembly
Metal Timing Cover
Metal Timing Cover
Plastic Timing Cover Shift Forks
Plastic Timing Cover Gasket/Sealant
Timing Belt
Timing Belt/Chain
Timing Chain
Timing Crank Sprocket
Timing Slide Rail
Timing Tensioner
Head Plug
Camshaft Pulsar Plate
Camshaft Seals
Camshaft Sprocket
Cylinder Head Assembly
Cylinder Head Gasket
Exhaust Valve Guides
Exhaust Valve Seal
Exhaust Valve Seats

Exhaust Valve Spring
Exhaust Valves
Intake Valve Seal
Intake Valve Spring
Intake Valves
Intake Valves Guides
Intake Valves Seats
Spring Retainer
Tappet Cover Gasket/Sealant

Manual Transmission

Shafts
Gears
Synchromesh Hubs & Rings
Selectors
Transfer Gears
Bearings
Rings
Gear Shifter Assembly
Counter Shaft
Gear Shift Fork
Gear Shifter
Gear Shifter Seal
Input Shaft
Input Shaft Seal
Manual Gear Box 5th Gear Housing
Manual Gear Box 5th Gear Housing Gasket
Manual Gear Box Clutch Bell Housing
Manual Gear Box Drain Plug
Manual Gear Box Housing Assembly
Manual Gear Box Housing Gasket
Manual Gear Box Main Housing
Output Shaft
Transmission Bearings

Automatic Transmission

Automatic Gear Box Housing
Automatic Gear Box Housing Gasket
Lockup Solenoid
Transmission Oil Cooler
Transmission Oil Cooler Gasket
Transmission Oil Pump
Accumulator Pistons
Accumulator Rings

Accumulator Seals Bands
Bearings
Drive Plate
Gears
Main Shaft
Output Gears
Output Shaft
Output Shaft Bearings
Parking Lock Sprag
Parking Pawl
Pistons Planetary Gear Carrier
Planetary Gears
Ring Gears
Roll Pins
Roller Clutches
Servo Rings
Shafts
Shift Cover
Shift Forks
Shift Valves
Brake/Clutchbands
Bushes

Air Conditioner

Blower Motor
Compressor
Evaporator
Condenser
Thermostat Switch

Front / Rear Wheel Drive

Front Differential Housing
Rear Differential Housing
Rear Left Differential Axle
Rear Right Differential Axle
Transercase Housing
Front Left Drive Axle Seal
Front Right Drive Axle
Front Right Drive Axle Seal
Propeller Shaft
Propeller Shaft Universal Joint

Note: Any part not listed under Warranty Inclusions will not be covered under the warranty

Standard warranty exclusions

Engine

Camgear
Tension/ Dampner/Adjuster
Alternator Pulley
Turbo Charger and Intercooler
Radiator Assembly
Engine Oil Cooler
Engine Oil Cooler Gasket
Camshaft Position Sensor
Crankshaft Position Sensor
Crankshaft RPM Sensor
Engine Knock Sensor
Engine Oil Level Sensor
Engine Oil Pressure Sensor
Engine Oil Pressure Switch

Manual Transmission

Gear Shifting Cable
Gear Shifting Cable Bush

Air Conditioner

Fan Motor
Reservoir
Heater Core
AC Switch
Expansion Valve

Automatic Transmission

Mechatronics
TCU (Transmission Control Units)
Gear Lever Mechanism
Gear Shifting Cable
Gear Shifting Cable Bush

Braking System

ABS Module
ABS Pump
Brake Master Cylinder
Brake Proportioning Valve
Master Cylinder Seal
Vacuum Booster
Vacuum Modulator
Caliper & Pins
Caliper Piston

Caliper Shims
Brake Booster
Wheel Cylinder

Steering System

Rack & Pinion
Steering Gear Box
EPS Motor
Steering Column
Tie Rod
Steering Torque Sensor
Power Steering Pump
Hydraulic Power Steering Oil Reservoir
Steering Torque Motor

Fuel System

Fuel Pumps (Mechanical/Electrical)
Injectors
Fuel Accumulator
Fuel Distributor
Warm Up Regulator
Cold Start Valve
Pressure Damper
Fuel Injection Pump
CNG Control Module
CNG Reducer
Common Rail
Common Rail Pressure Limiter Valve
Common Rail Pressure Sensor

Exhaust System

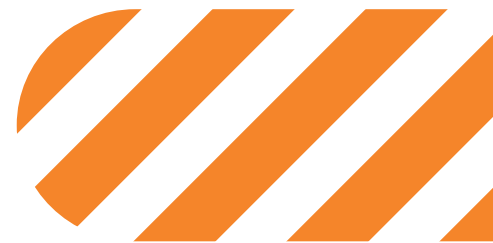
EGR Cooler
EGR Sensor
EGR Valve
EGR Valve Gasket
Exhaust Manifold
Exhaust Manifold Gasket/Sealant
Exhaust Gas Temperature Sensor
O2 Sensor-1 Manifold Sensor
O2 Sensor-2 Catalytic Sensor
Muffler
Vacuum Waste Gate Actuator
Turbocharger Gasket

Electrical System

Engine Sensors (TP, MAP, CKP, MAF, CTS)
Starter Motor Solenoid
Solenoid Switch
Alternator
Thermostat Valve
Temperature Gauge
Fuel Gauge
Rectifier & Regulator
Oil Pressure Switch
ABS Unit
Ignition Coil
Coil Fan Motor
Power Window Motor
Combination Switch
Ignition Switch
Fuel Rail
Hazard Switch
Electrical Control Unit
Body Control Unit
HT Cable
Wiper Washer Motor
Immobilizer Ecu
Speedometer
ECM
Ignition Lock Barrel
Engine Elbow
Thermostat Gasket
Accelerator Cable
Accelerator Pedal Module
Throttle Body
EVAP Charcoal Canister
EVAP Purge Flow Sensor
EVAP Purge Solenoid
EVAP Vent Solenoid
Intake Manifold
Intake Manifold Gasket/Sealant
Intercooler
Idle Air Control Valve
Throttle Body Actuator
Throttle Position Sensor

Note: Any part not listed under Warranty Inclusions will not be covered under the warranty

COMPREHENSIVE WARRANTY



As Comprehensive as It Gets—Maximum Coverage for Your Car

The **Comprehensive Warranty** offers unmatched, near-total coverage, protecting virtually every major system in your car. From the engine and transmission to the braking, steering, exhaust, electrical systems, and more, this warranty ensures all-around peace of mind, making it the most thorough protection you can get.

Comprehensive warranty inclusions

Engine

Oil Pump
Crankshaft & Pulley
Connecting Rods & Bearings
Big End and Main Bearing
Inlet and Exhaust Valves
Cylinder Block and Cylinder Head
Gudgeon Pins
Camshaft and Bearings
Pistons & Rings
Springs and Guides
Rocker Arm and Shaft
Tension Bearing
Water Pump
Hydraulic Lash Adjuster (Lifter)
Tappet Cap
Tappet Cover
Tappet Cover Gasket/Sealant
Vacuum Pump
VVT Solenoid Valve
Thrust Washer
Engine Block Assembly
Engine Oil Sump
Engine Oil Sump Assembly
Engine Timing Assembly
Metal Timing Cover
Metal Timing Cover Gasket/Sealant
Plastic Timing Cover
Plastic Timing Cover Gasket/Sealant
Timing Belt
Timing Belt/Chain Guide
Timing Chain
Timing Crank Sprocket
Timing Slide Rail
Timing Tensioner
Head Plug
Camshaft Pulsar Plate
Camshaft Seals
Camshaft Sprocket
Cylinder Head Assembly
Cylinder Head Gasket
Exhaust Valve Guides
Exhaust Valve Seal

Exhaust Valve Seats
Exhaust Valve Spring
Exhaust Valves
Intake Valve Seal
Intake Valve Spring
Intake Valves
Intake Valves Guides
Intake Valves Seats
Spring Retainer
Tappet Cover Gasket/Sealant
Engine Oil Cooler
Engine Oil Cooler Gasket
Camshaft Position Sensor
Crankshaft Position Sensor
Crankshaft RPM Sensor
Engine Knock Sensor
Engine Oil Level Sensor
Engine Oil Pressure Sensor
Engine Oil Pressure Switch

Manual Transmission

Shafts
Gears
Synchromesh Hubs & Rings
Selectors
Transfer Gears
Bearings
Rings
Gear Shifter Assembly
Counter Shaft
Gear Shift Fork
Gear Shifter
Gear Shifter Seal
Input Shaft
Input Shaft Seal
Manual Gear Box 5th Gear Housing
Manual Gear Box 5th Gear Housing Gasket
Manual Gear Box Clutch Bell Housing
Manual Gear Box Drain Plug
Manual Gear Box Housing Assembly
Manual Gear Box Housing Gasket
Manual Gear Box Main Housing
Output Shaft

Transmission Bearings
Gear Shifting Cable
Gear Shifting Cable Bush

Automatic Transmission

Automatic Gear Box Housing
Automatic Gear Box Housing Gasket
Lockup Solenoid
Transmission Oil Cooler
Transmission Oil Cooler Gasket
Transmission Oil Pump
Accumulator Pistons
Accumulator Rings
Accumulator Seals Bands
Bearings
Drive Plate
Gears
Main Shaft
Output Gears
Output Shaft
Output Shaft Bearings
Parking Lock Sprag
Parking Pawl
Pistons Planetary Gear Carrier
Planetary Gears
Ring Gears
Roll Pins
Roller Clutches
Servo Rings
Shafts
Shift Cover
Shift Forks
Shift Valves
Brake/Clutchbands
Bushes
Mechatronics
TCU (Transmission Control Units)
Gear Lever Mechanism
Gear Shifting Cable
Gear Shifting Cable Bush

Note: Any part not listed under Warranty Inclusions will not be covered under the warranty

Air Conditioner

Blower Motor
Compressor
Evaporator
Condenser
Thermostat Switch
Heater Core
Expansion Valve

Braking System

ABS Module
ABS Pump
Brake Master Cylinder
Brake Proportioning Valve
Master Cylinder Seal
Vacuum Booster
Vacuum Modulator
Caliper & Pins
Caliper Piston
Caliper Shims
Brake Booster
Wheel Cylinder

Steering System

Rack & Pinion
Steering Gear Box
EPS Motor
Steering Column
Tie Rod
Steering Torque Sensor
Power Steering Pump
Hydraulic Power Steering Oil
Reservoir
Steering Torque Motor

Fuel System

Fuel Pumps (Mechanical/Electrical)
Fuel Accumulator
Fuel Distributor
Warm Up Regulator
Cold Start Valve
CNG Control Module
CNG Reducer
Common Rail
Common Rail Pressure Limiter Valve
Common Rail Pressure Sensor

Exhaust System

EGR Cooler
EGR Sensor
EGR Valve
EGR Valve Gasket
Exhaust Manifold
Exhaust Manifold Gasket/Sealant
Exhaust Gas Temperature Sensor
O2 Sensor-1 Manifold Sensor
O2 Sensor-2 Catalytic Sensor
Muffler
Vacuum Waste Gate Actuator
Turbocharger Gasket

Front / Rear Wheel Drive

Front Differential Housing
Rear Differential Housing
Rear Left Differential Axle
Rear Right Differential Axle
Transference Housing
Front Left Drive Axle Seal
Front Right Drive Axle

Front Right Drive Axle Seal
Propeller Shaft
Propeller Shaft Universal Joint

Electrical System

Engine Sensors (TP, MAP, CKP, MAF, CTS)
Starter Motor Solenoid
Solenoid Switch
Alternator
Thermostat Valve
Temperature Gauge
Fuel Gauge
Rectifier & Regulator
Oil Pressure Switch
ABS Unit
Ignition Switch
Speedometer
ECM
Ignition Lock Barrel
Engine Elbow
Thermostat Gasket
Accelerator Cable
Accelerator Pedal Module
Throttle Body
EVAP Charcoal Canister
EVAP Purge Flow Sensor
EVAP Purge Solenoid
EVAP Vent Solenoid
Intake Manifold
Intake Manifold Gasket/Sealant
Intercooler
Idle Air Control Valve
Throttle Body Actuator
Throttle Position Sensor

Comprehensive warranty exclusions

Engine

Camgear
Tension/ Dampner/ Adjuster
Alternator Pulley
Turbo Charger and Intercooler
Radiator Assembly

Air Conditioner

Fan Motor
Reservoir
AC Switch

Electrical System

Coil Fan Motor
Power Window Motor
Combination Switch
Fuel Rail
Thermostat Switch
Hazard Switch
Electrical Control Unit
Body Control Unit
HT Cable
Wiper Washer Motor
Immobilizer Ecu

Fuel System

Injectors
Pressure Damper
Fuel Injection Pump
Ignition Coil

Note: Any part not listed under Warranty Inclusions will not be covered under the warranty

Raising a warranty claim

1. To claim your warranty, simply raise a request or request a callback on the CARS24 app. You can also reach out via email at support@carriota.com, and our technical support team will contact you between 9:30 AM and 6:30 PM to assist with your issue.
2. Our technical support team will contact you between 9:30 AM and 6:30 PM to better understand the issue and assist you.
3. In case the car is to be repaired, we will keep you updated on the status until the car is delivered back to you.
4. The distance limit for a Warranty Buddy to visit and validate issues is within a 40 to 45 km radius from our serviceable areas.
5. If a customer lives beyond the distance limit but within 120 kms, we offer a free pick-and-drop service through our logistics team to assist with the warranty claim process.
6. If a customer resides more than 120 kilometers away from our serviceable areas, they are required to bring the car to a serviceable location as outlined in the warranty booklet. The cost of transporting/bringing back the car will not be reimbursed.

Please note that parts used for repair/replacement work are either OES (original equipment suppliers) or OEM (original equipment manufacturers) depending upon the part's availability and procurement time. The OES parts used are at par with the OEM parts and deliver the same level of performance.

Warranty coverage

Warranty claims can be availed in following cities:



New Delhi



Mumbai



Bangalore



Hyderabad



Ahmedabad



Gurgaon



Chennai



Pune



Vadodara



Indore



Patna



Noida



Ghaziabad



Lucknow



Jaipur



Kolkata



Kochi



Rajkot



Nagpur



Coimbatore



Surat



Chandigarh

How to keep your warranty intact

Follow these tips to keep your vehicle in optimal condition and preserve your warranty:

Maintenance Guidelines:

1. It is essential to ensure that the scheduled general service is completed at the designated service centres (OEM service centre, CARS24 service centre or any authorised vendor with a GST number) at the specified time, typically every 6 months or 10,000 km, whichever comes first.
2. The schedule for general service will be either displayed on the car's MID (Multi-Information Display) or communicated to you by a representative from the OEM service center or CARS24 service center.
3. During the general service, the following tasks will be carried out: changing engine oil, replacing the oil filter and air filter, and conducting a general checkup of the vehicle, including a coolant top-up if necessary.

Transfer of Warranty:

- It's important to note that the warranties provided for the car are non-transferable. If the car is sold to another person before the expiration of the warranty coverage, the warranty will be considered void for the new owner.

Preserving car condition:

1. The car's warranty may be void if any accidental, waterlogging, or physical damage is reported by the insurer or identified during inspection at the CARS24 workshop.
2. Modifications to the car's body, electrical system, performance enhancements, or installation of external CNG/LPG fittings not endorsed in the Vehicle's Registration Certificate are not permitted, except for modifications facilitated by CARS24.
3. Repairs or replacements necessitated by accident or collision damage may not be covered under the warranty.
4. If the car is declared a total loss by insurance agencies, the warranty will become void.

Commercial use:

1. Both warranties (comprehensive and powertrain) will be void if the car is used for commercial purposes such as operating as a taxi, fleet test drive car, or any other prohibited commercial use. The warranties are intended for personal-use vehicles only.

Other Terms and Conditions for Warranty

1. Any repair is subject to validation by our technical team and this decision is final and binding.
2. All pre-existing defects observed/captured during evaluation or reported before the issuance of the policy will not be covered under the warranty.
3. A warranty claim can be raised or availed only in the city where the car was sold or via CARS24 authorised partners.
4. Warranty has no surrender value; it cannot be transferred, canceled, or refunded.
5. We shall not be liable for any loss or damage arising directly or indirectly due to delay or non-delivery of services under the Roadside Assistance (RSA) service.
6. We reserve the right to appoint an arbitrator to adjudicate the matter, and the dispute shall be resolved by such arbitration. Courts in Delhi shall have exclusive jurisdiction over matters arising in connection with this.
7. In the event that the Borrower has availed financing services from CARS24 financial services Pvt Ltd. or any other partner (hereby defined as lender), all benefits related to Value Added Services (VAS), including but not limited to Extended Warranty, Car Servicing, and Assured Buyback Cover, will be held if the Borrower defaults on any loan EMI payment, and such benefits will remain suspended until the payment for outstanding amount and related charges is made in full. If the Borrower defaults on the EMI three (3) times, all benefits related to the VAS will be permanently cancelled without any obligation on the Lender or service provider to restore or refund such benefits

The warranty on your car will become null and void under the following conditions:

1. If the car's odometer has been tampered with.
2. Any alterations or modifications, such as electrical fittings, CNG/LPG kits, tyre modifications, or the installation of parts like bumper guards, loud horns, aftermarket exhaust systems, etc., by non-CARS24 authorised vendors.
3. If the car is used commercially, especially if it is driven by multiple drivers.
4. If the car is not serviced by you within 6 months or 10,000 km (whichever comes first) from the date of purchase.
5. In case of car theft.
6. In case of ownership transfer of the car.

Force majeure: We shall not be liable for delay or failure to provide the services under the terms of service set out in this document if such delay or failure is caused or contributed by causes or events beyond our reasonable control, including, acts of nature, acts of public enemy, acts of statutory authorities or courts, acts of terrorism, acts of any person engaged in subversive activity or sabotage, strikes, embargoes, public rallies, and protests, etc.

Disclaimer: We reserve the right to make improvements, change the features or modify the coverage plan at any time with no obligation to make similar changes on the vehicle already assured. Our decision on the question of coverage, inclusion, or exclusion of any service under this document, rates/charges for services, and any other issues which need a decision, shall be final and binding on you.

ANNUAL SERVICING

CARS24 enhances your car ownership experience by offering complimentary car servicing with the purchase of an Extended Warranty in select cities. Enjoy hassle-free maintenance with free pickup and drop, online booking with real-time updates, and the use of genuine spare parts.

The Car Servicing Plan includes one free servicing per year, covering essential services such as engine oil change, filter replacements, coolant and battery water top-up, wheel alignment, balancing, and more.

Car servicing is available in **New Delhi, Jaipur, Gurgaon, Mumbai, Ghaziabad, Pune, Noida, Nagpur, Lucknow, Indore, Kolkata, Hyderabad, Surat, Bangalore, Ahmedabad, Chennai, Patna, and Coimbatore.**

For all other cities, we exclusively offer Extended Warranty, which does not include complimentary car servicing.



CARS24 ASSURED BUYBACK

CARS24 Assured Buyback makes upgrading or reselling your car hassle-free and rewarding. At the time of purchase, you get a guaranteed resale value for the future, giving you both flexibility and peace of mind. Choose from three buyback options tailored to your preferred timeline.

Buyback Option	Time Period
18 Months	Return the car between 18 and 24 months of purchase
24 Months	Return the car between 24 and 36 months of purchase
36 Months	Return the car after completing 36 months of purchase

Process for returning the vehicle

- **Claim Initiation:** The buyback option can be activated via the CARS24 mobile app after a 12-month lock-in period.
- **Preliminary Inspection:** An initial inspection assesses the vehicle's condition and compliance with the Fair Wear & Tear Policy.
- **Final Inspection:** Post-return inspection ensures no additional wear beyond what's documented.
- **Acknowledgment of Reports:** Inspection findings are shared electronically and must be acknowledged by the owner.
- **Settlement:** A final invoice consolidates all applicable charges, payable before the vehicle is accepted by the company.

Terms of usage of the vehicle

- **Ownership Requirements:** The vehicle must remain registered in the owner's name throughout the term of the plan.
- **Insurance & Certification:** Comprehensive motor insurance and valid certificates (e.g., Pollution Under Control, Fitness Certificate) must be maintained.
- **Prohibited Modifications:** Structural changes, performance modification-authorized parts are disallowed.
- **Usage Restrictions:** The vehicle cannot be used for commercial purposes, high-speed events, or racing.
- **Maintenance Standards:** Regular servicing at authorized centers is mandatory.
- **Fair Usage Policy:** Adherence to mileage limits and avoidance of tampering with the odometer are required.



CARS24 VEHICLE CONDITION ASSURANCE POLICY

CARS24 ensures peace of mind regarding your car's condition. We ensure there is no structural damage to the vehicle's core components* that could impact its stability and safety. We offer a 100% refund guarantee** if you identify any such issue within 3 months of purchase.

*** Core Components:** Core components include the car's apron, pillar, and chassis. Any cut or weld on these components is considered structural damage.

**** 100% Refund Guarantee:** This guarantee applies for 3 months from the sale date for cars with structural damage to the apron, pillar, or chassis; flooding above the car floor; odometer tampering; or airbag deployment. If these issues are reported after 3 months, we will still assist in buying back your car; however, depreciation based on the RC ownership serial number change, vehicle age, and any post-purchase wear-and-tear will be factored into the buyback price.

CAR KEYS

- The spare key (if available) is handed over at the time of vehicle delivery. You can check its availability on the Car Details Page in your CARS24 app.
- If the spare key is couriered after purchase, a tracking ID will be shared via WhatsApp or SMS. Delivery may take 10-15 days, and you can track the status on the courier partner's website. If you do not receive it, please contact our support team within 30 days of dispatch.
- Images of the keys are available on our website. Any imperfections visible in the key images are not covered under warranty.
- Remote key issues (for both primary and spare keys) are covered under warranty for 1 month from the car purchase date.

UNDERSTANDING YOUR ROADSIDE ASSISTANCE PLAN (RSA)

CARS24 offers Roadside Assistance Plans designed to be your reliable companion on the road. When you buy a roadside assistance plan, our partners will be at your disposal 24x7, no matter where you are in the country.

1. In case of a breakdown, call our RSA number for immediate help from the nearest available technician.
2. Our RSA partner will ensure that a technician reaches your location as quickly as possible to address the issue with your car.
3. If the car cannot be repaired on-site, you can choose to have it towed either to your home or to the nearest workshop of your choice.
4. The feasibility of on-the-spot repairs depends on the nature of the breakdown and will be determined by the RSA partners.
5. Any additional charges, where applicable, must be settled directly with the RSA partner.
6. All applicable terms and conditions for the RSA service will be provided to you by the RSA partner or CARS24 when you purchase the plan.

Current RSA plans and their coverage

Particulars	1 Year Plan	3 Years Plan
Duration	1 year	3 years
Free Towing (Up To 40 Kms, Garage-To-Garage)	1	3
No. Of Repair Services	4	12
Assistance For Punctured Tyre	Yes	Yes
On The Spot Repair Service For Minor Fault,	Yes	Yes
Jumpstart In Case Of Weak/Dead Battery	Yes	Yes
More Than 1 Towing / Greater Than 40 Kms	Actuals	Actuals
Battery, Coolant & Spare Parts At Discount Price	Actuals	Actuals
Fuel (Petrol / Diesel) Upto 5 Lts	Actuals	Actuals
Response time for services		
Within City Municipal Limits	45-60 mins	45-60 mins
Outside City Municipal Limits / Highways	75-90 mins	75-90 mins
Hilly Areas	95-120 mins	95-120 mins



READY FOR THE ROAD

Get complete after-sales support on all covered parts for a stress-free drive.





Write to us
support@cariotauto.com

Download the
CARS24 app now

