

JOB CARD

I agree to the following terms and conditions :-

1. Vehicle shall be retained at the workshop/ service station for certain period as necessary, if required for inspection, investigation(s) and services. The workshop or MSIL shall not be liable for delay in delivery or loss in the event of any force majeure situation or fire or accident or theft or government directives or epidemic diseases or any unforeseen circumstances.
2. Necessary components/ parts shall be replaced as deemed fit and the cost shall be borne by me if not covered under warranty. My vehicle shall be attended by the workshop as per the warranty terms and conditions only. I have read the warranty terms and conditions and extended warranty terms and conditions (wherever applicable) and understand the applicability of the terms to me.
3. In case of any accident or damage caused to the vehicle at the workshop or during road test or in the event of force majeure or fire or accident or theft or government directives or epidemic diseases or any unforeseen circumstances, if the vehicle is having insurance cover, the settlement of claim may be done subject to the IDV value of the vehicle and terms and conditions of insurance/ risk carrier. If the vehicle is not having valid insurance, then I undertake to bear all the expenses & cost related to restoration of the vehicle.
4. I allow & authorize the dealer/ workshop or any authorized person appointed on their behalf to contact me through phone / Text Message / e-mail to inform me over various transaction / service promotion(s) or any other activity pertaining to my vehicle or MSIL brand of vehicles.
5. I agree and confirm that my voice would be recorded by the workshop in the designated software system for capturing the details of the job work to be performed on the vehicle. I further agree and confirm that the said voice recording may be stored and the same may be used for the purposes of the service.
6. I understand that the replaced parts may be handed over to me, however the dealer/ workshop can retain the replaced/used parts at their workshop for any further analysis, if deemed appropriate.
7. In case, I do not collect the replaced parts after service at the time of delivery of the vehicle then it may be assumed that I am not interested or willing to collect the replaced parts. Thereafter, no claim shall be entertained and the workshop shall be entitled to retain/ dispose them.
8. The workshop shall not use/replace the spare parts/ components or consumables brought from outside by me.
9. In case of pickup & drop facility availed, I agree that my vehicle shall be driven & brought to the workshop or delivered back to me at my sole risk & responsibility. Though utmost care is being taken by the chauffeur but in case of any eventuality, I shall bear the cost of necessary repairs, etc. I confirm that I have removed all movable personal belongings, valuables, documents, Pen-drive, CD, etc., and all other spare material from my vehicle while handing over the same to the chauffeur/workshop for the service and I shall not claim the same from the workshop or MSIL.
10. I undertake to pay the demurrage charge(s) levied by the workshop for retaining my vehicle after service and bear the entire cost in case of any loss or damage caused to or by my vehicle at the workshop or to the loaner vehicle provided to me by the workshop. I shall also pay the cost of usage of loaner vehicle if the same is not returned by me upon the request made by the workshop.
11. I agree that I will not indulge in any unauthorized surveillance including photography, videography, etc., at the workshop and shall not trespass into areas not meant for outsiders in the workshop premises. I shall be solely responsible for any act or omission and the workshop or MSIL shall be free to take any legal action in this regard.
12. I confirm that no illegal items are kept /stored in the vehicle while giving it to the workshop for service and in case any such item is found, the workshop shall be free to report the same to the appropriate authority.
13. For body repairs under insurance policy, please note that the decision of insurance company shall be final for claim settlement. In case of any partial approval from insurance company workshop will not be held responsible.
14. Please note that delivery time of vehicle estimated is from the date of insurance approval for body repairs covered under insurance.
15. The data collected using Suzuki Diagnostic Tool on the vehicle may be used by MSIL for improvement and study purposes.
16. In accidental/body repairs, the workshop would endeavor to restore the vehicle to its pre-accident condition as per standard repair processes with Maruti Suzuki genuine parts/accessories, as available. However, the said repairs are subject to various conditions and circumstances and hence, the absolute originality/pre-accident condition in terms of safety, fitments & finish cannot be claimed/guaranteed.
17. MSIL does not recommend washing of the vehicle engine compartment with water, as it may result in electrical short circuit/ damage to electrical components.
18. If any job requires customer approval, then it must be given within 24hrs from the date on which it is requested by the workshop or else parking charge (demurrage charges) will be levied by the workshop post 24 hrs.
19. Responsibility for verifying all the customer details in the job card lies with the customer and in order to update the records in system, necessary proof needs to be submitted.

In case of any genuine grievance relating to Service please feel free to share your concern/ opinion at : contact@maruti.co.in or on Toll free Number : MS Channel Vehicle - 18001021800 Nexa Channel Vehicle - 18001026392