



# **CARS24 Assured Buyback Cover**

## Fair Wear & Tear Policy



# CARS24 Assured Buyback Cover

## Fair Wear & Tear Policy

**Cars24 Services Private Limited**, a private limited company (CIN:U74999HR2015FTC056386) incorporated in India under the Companies Act, 2013 having its registered office at 10th Floor, Tower – B, Unitech Cyber Park, Sector - 39, Gurugram-122001, Haryana, India (hereinafter to be referred as “Company”, “we”, “us” or “our” or “Cars24”) owns and operates a website i.e. <https://www.cars24.com/sell-used-car/> including its mobile applications (the “Website”) that allows users to sell pre-owned cars.

This policy and its terms and conditions (“Terms”) shall govern the purchase of Assured Buyback Cover (“ABC”) plan by the vehicle owner (hereinafter referred to as the “Customer” or “Owner” or “you” or “your” or “User”).

Cars24 and Owner are collectively referred to as “Parties” and individually as “Party”.

### Whereas:

1. By signing the form titled Cars 24 Assured Buyback Cover - Customer Application Form (hereinafter referred to as “CAF”), you confirm that you accept these Terms and that you agree to comply with them. If you need any additional information or clarification, you can contact the company within 30 working days of purchase of the plan on mail address [buyback.newcars@cars24.com](mailto:buyback.newcars@cars24.com) and contact no. +91 7303291096. These Terms constitute a binding and enforceable legal contract between the Company and the Owner.
2. Owner vide a separate independent transaction with the Authorised OEM company has purchased the Vehicle (hereinafter referred to as the "Vehicle") and is the absolute Owner of the said Vehicle.
3. Owner has vide a separate commercial transaction, availed a loan on the Vehicle from Bajaj Finance Limited (hereinafter called "BFL") and for the purpose of the same entered into a retail finance agreement with the BFL.
4. Owner has expressed his desire to return the Vehicle to the Company at a pre-decided agreed amount Assured Price basis the **Rate Card** mentioned in the signed CAF and the Company, relying on the representations of the Owner, is willing to buy back the Vehicle at Assured Price subject to the terms and conditions of this policy.

Now, in consideration of the mutual promises, covenants and conditions as contained in this policy, the Parties hereto agree as follows:

### SECTION I : DEFINITIONS AND INTERPRETATION

In this policy, the following terms and phrases shall have the meanings set forth herein below:

"Assured Price" shall have the same meaning as mentioned at Section II hereinafter.

"Time Periods" shall mean the specified intervals as per the Rate Card mentioned in the CAF.

"Independent Valuer" means a valuer appointed by the Company for carrying out valuation of Vehicle under the terms and conditions of this policy.

"Specified Kilometres" means the maximum no. of Kilometres upto which the Owner shall use the Vehicle within time periods as per the Rate Card mentioned in the CAF.

"Vehicle" means and refers to the new Vehicle purchased by the Owner as mentioned in CAF.

"Fair Wear & Tear Policy" means the parameters contained in Schedule I of this policy on which the Vehicle shall be inspected and valued at the time of buy back.

Further, in this policy:

Unless the context otherwise requires, words importing the singular shall include the plural and vice versa.

Any reference to a statutory provision shall be deemed to include a reference to its statutory amendment or re-enactment, currently in force.

Headings are only for the purpose of reference and shall not be taken into account in the construction or interpretation of an Article.

## **SECTION II : ASSURED PRICE**

Subject to the terms and conditions of this policy, if the Owner exercises the option to return the Vehicle as per the **Rate Card mentioned in CAF**, the company shall accept the same and take back or "Buy Back" the Vehicle from the Owner at the **Assured Price mentioned in the CAF**.

Assured Price means the value at which the Company shall buy back the Vehicle from the Owner.

The Assured Price agreed and accepted between parties is inclusive of taxes.

The Company shall not be bound to buy back the Vehicle if the Owner breaches any of the terms and conditions of this policy.

The valuation of the Vehicle prior to Buy Back shall be carried out by the Company by way of inspection in accordance with the Fair Wear and Tear Policy (as per Schedule I) and other terms and conditions of this policy. The Company reserves the right to appoint an Independent Valuer at the time of inspection to determine the valuation of the Vehicle.

In the event the Company buys back the Vehicle from the Owner, the Owner shall be deemed to have authorised the Company on its behalf to pay Assured Price to Bajaj Finance Limited ("BFL") or any other financial institutions limited to the outstanding amount of loan (including all charges, penalties, etc.) at the time of buyback. In case the outstanding loan amount is higher than the Assured Price then the Owner agrees to pay the differential amount to BFL. The Owner agrees and accepts to execute all necessary documents or papers, if required, in this regard.

## **SECTION III : TERMS OF USAGE OF THE VEHICLE**

The Owner in order to be eligible for exercising the option to return the Vehicle to Company at an Assured Price under the ABC plan must use the Vehicle strictly in accordance to the conditions but is not limited to the following:

- A. The Vehicle must be registered in the Owner's name as on date of buyback.
- B. The Vehicle shall have a valid comprehensive Motor Vehicle Insurance policy, as renewed from time to time, from date of purchase of the Vehicle till the date of buyback.
- C. There should not be any structural modifications or alterations carried out in the Vehicle or its standard specifications or have retro-fitment or the installation of performance accessories. The Vehicle must at all times be fitted with genuine parts purchased from Authorised Dealers.
- D. The Owner shall be responsible and liable for the service and maintenance of the Vehicle at its own cost.
- E. The Vehicle must not have met with any collision or accident/s or undergone any structural damage/s or excessive usage.
- F. The Vehicle must not be used for participating in racing rallies or competition or in any high speeding events or exploration.

- G. The Vehicle must not be registered/used for any commercial purpose.
- H. Car odometer has not been tampered with.

The Owner (at its own cost and expense) shall further ensure that:

- A. Keep the Vehicle road-worthy in all respects and in a good a condition as when delivered, subject to ordinary wear and tear, and otherwise in good repair and condition;
- B. Maintain the Vehicle in accordance with the instructions of the company (as per Schedule I);
- C. Comply with all mandatory inspection and modification requirements and road worthiness directives applicable to the Vehicle or any part thereof, having a compliance date;
- D. Comply with all applicable laws and the regulations or the directions of authorities having jurisdiction over the Owner or the Vehicle which relate to the maintenance, condition, use or operation of the Vehicle, or require any modification or alteration to the Vehicle;
- E. Maintain valid certificates as may be required by the relevant authorities including but not limited to Pollution Under Control Certificate, Registration Certificate etc;
- F. Ensure that the Vehicle is serviced at regular intervals at authorised dealer workshops/ service stations.
- G. The car's Ownership has not been transferred by the Owner.

In the event of breach of any of the above conditions, the Owner shall be ineligible for returning the Vehicle to the Company under this policy.

#### **SECTION IV : PROCESS AND TERMS OF RETURN OF VEHICLE**

In the event the Owner exercises the option to return Vehicle during the time periods as per CAF, the company shall buy back the same at the Assured Price subject to the fulfilment of Fair Wear and Tear Policy (As per Schedule I) and the terms and conditions set out herein below:

##### **Intimation:**

The Owner shall communicate to the Company on mail address [buyback.newcars@cars24.com](mailto:buyback.newcars@cars24.com) and contact no +91 7303291096 to avail the ABC plan within the time periods mentioned in CAF.

##### **Preliminary Inspection:**

Upon the receipt of communication hereinabove, the company; within 30 days; shall carry out a preliminary inspection of the Vehicle. The date and time of such preliminary inspection shall be confirmed by the Company to the Owner at least 72 hrs prior to its schedule.

Such inspection shall be carried out at the premises of the Company as communicated to the Owner or at the Owner's premises. The Owner shall at its own cost produce the Vehicle at the premises of the Company for the preliminary inspection.

The preliminary inspection shall be carried out by the Company or its representative in presence of the Owner. In the event, the Owner is unable to be personally present at the time of inspection, then the Owner shall have the option to appoint a representative for this purpose. The identity of such representative shall be confirmed by the Owner in writing with a copy of valid identity proof of such representative to the company at least 2 hrs prior to the scheduled preliminary inspection.

A preliminary inspection report shall be prepared by the Company post the preliminary inspection which wherein it will be satisfied by the Company that the Vehicle has been used in accordance to the Terms of Usage under Section III hereinabove. Further, the Company shall also determine the wear and tear of the Vehicle in terms of 'Fair Wear and Tear Policy' as stated in Schedule - I of this policy.

The Preliminary Inspection Report shall be acknowledged by the Owner or the Owner's Representative as the case may be. In the event neither the Owner nor any representative of the Owner is present at the time of the preliminary inspection, the Preliminary Inspection Report shall be provided to the Owner by the Company by way of electronic means/ courier/ registered post and it

shall be deemed to have been acknowledged by the Owner.

At the time of return of the Vehicle a final inspection shall be carried out by the Company or its representative in presence of the Owner. In the event the Owner is unable to be personally present at the time of final inspection, then the Owner shall have the option to appoint a duly authorised representative for this purpose. The identity of such representative shall be confirmed by the Owner in writing with a copy of valid identity proof of such representative to the company at least 2 hrs prior to the return of Vehicle along with a copy of the document evidencing the due authority of such person to represent the Owner for the purposes of this Article.

**Final Inspection:**

A Final Inspection Report shall be prepared by the Company post the preliminary inspection which wherein it will be satisfied by the company that post preliminary inspection till the date of return:

- a. The Owner has used the Vehicle in accordance to the terms and conditions of this policy;
- b. There has been no further damage or wear and tear in terms of the Wear and Tear Policy to the Vehicle apart from what has been recorded in the Preliminary Inspection Report;
- c. The Vehicle has not been used over and above the Stipulated Kilometres.

The Final Inspection Report shall be acknowledged by the Owner or the Owner's authorised representative as the case may be. In the event neither the Owner nor any authorised representative of the Owner is present at the time of the final inspection, the Final Inspection Report shall be provided to the Owner by the company by way of electronic means/ courier/ registered post and it shall be deemed to have been acknowledged by the Owner.

Based on the Final Inspection; the Company shall prepare the Final Invoice which shall consolidate the charges mentioned in the Preliminary Invoice, the additional charges, if any, payable by the Owner post Final Inspection.

The Vehicle shall be accepted by the Company only after the Owner pays all the charges in terms of the Final Invoice.

**Other Conditions at the time of buyback of Vehicle:**

1. The transaction cannot be cancelled once the delivery payment is made to the Owner's bank account. However, if the Owner prefers to cancel the transaction before release of delivery payment, then he/she shall be liable to immediately refund the Token amount along with any charges incurred/levied by . In case of cancellation, Cars24 shall possess all rights to retain the original document submitted by the Owner till such full amount is received by Cars24 and in default initiating appropriate Legal action, if required.

2. The Owner represents to Cars24 as follows:

i. That as on date there are no violations under applicable laws including but not limited to any accident involving the Vehicle. The Owner acknowledges and indemnifies Cars24 for any pending violations or offences, traffic rule violations, prior damage due to any accident or natural calamities or otherwise involving the Vehicle. Owner acknowledges that any misrepresented facts about the Vehicle or its condition shall make the Owner solely liable to compensate Cars24 for the same. In case Cars24 has to incur any cost(s)/loss(es) for any of the before-mentioned representations in this para then the consequence and expenses shall be borne by the Owner and Cars24 and/or the future buyer shall not be liable for the same in any nature whatsoever.

ii. That the Vehicle is free from any kind of encumbrances including but not limited to any liability such as superdari, theft, arrears of sales Tax,value added tax, road tax, government dues, blacklisted in government records, or similar liabilities as on date. There are no claims, proceedings, notices, disputes, litigation relating to the operation, use or ownership of the Vehicle including but not limited to any claims, proceedings, notices, disputes, litigation relating to any accident, unpaid dues, or violations of terms of the insurance obtained for the Vehicle. The Owner understands that if any

discrepancies are identified and/or found in the ownership of the Vehicle then all related cost(s)/expenses to rectify the same shall be borne solely by the Owner and Cars24 shall initiate appropriate legal proceedings by taking recourse to all remedies available to it against the Owner.

iii. That the Vehicle is insured as per requisite statutory and regulatory requirements. The Owner acknowledges that on the delivery and/or transfer of the Ownership of the Vehicle, the Insurance of the Vehicle shall also get transferred and the Owner shall not make any claim thereof including but not limited to any No Claim Bonus (NCB). The Owner allows Cars24 and/or any third party identified by Cars24, all the rights to claim any insurance amount, for any period subsequent to the day of delivery of the Vehicle by the Owner with Cars24 and in case the claim amount is received by the Owner, then the Owner shall be liable to immediately transfer the same and/or make the payment of the said amount in favour of Cars24 and/or any third party identified by Cars24, within a period of 7 (seven) days on a simple demand made by Cars24, in writing, at the available address/contact details submitted by the Owner and in case of any default, the Owner shall be solely liable to compensate Cars24 and/or any third party identified by Cars24, for any loss(s) and damage(s) arising therefrom. In case of the Vehicle insurance has expired on or before the date of delivery then the Owner shall be liable for all/any liability arising out of the same till the Vehicle is insured and Cars24 shall not be liable for any liabilities arising therefrom.

iv. That there are no loans including but not limited to any linked loan, in relation to which any security interest has been created over the Vehicle. In the event there are any such loans, the Owner undertakes to obtain a no-objection letter from the relevant bank or financial institution consenting to the sale of the Vehicle by the Owner. Cars24 shall be entitled to transfer all or part of the purchase consideration payable for the Vehicle directly to the relevant bank or financial institution and such amount shall be adjusted by Cars24 against the full and final price of the Vehicle. If such representation is later found to be misleading or untrue, Cars24 shall initiate appropriate legal proceedings by taking recourse to all remedies available to it against the Owner.

v. The Owner acknowledges that Cars24 is purchasing the Vehicle for re-sale and the Owner relinquishes all rights on the Vehicle after the delivery of the Vehicle is taken by Cars24 and whereinafter Cars24 shall possess all rights to further sell the Vehicle to any third party for any price.

vi. The Owner acknowledges that he/she shall be liable for any tax/levy/cess as may be applicable on the transaction with Cars24.

vii. The Owner shall provide all necessary cooperation and assistance as Cars24 may require for transfer of the registered Ownership of the Vehicle to a purchaser of the Vehicle including personal appearances before government authorities including the RTO (Party Peshi), executing any papers, applications, written statements, affidavits, deeds, agreements or documents as Cars24 may request. The Owner acknowledges that in case the Owner does not perform his obligation under this paragraph, Cars24 shall not be liable for any liability that may arise on the Owner on account of non-transfer of the RC or otherwise and CARS24 shall be entitled to initiate appropriate legal proceedings against the Owner with respect to any inconvenience caused or losses incurred on account of such breach.

3. The Owner has submitted and shall submit all statutory documents for the requisite transfer of the ownership of the Vehicle with Cars24 as and when required. The Owner further understands and agrees that he/she shall cooperate for all requisite formalities for the smooth transfer of ownership of the Vehicle which may include visiting concerned RTO, if required and mandated. Any failure on the part of the Owner for the same shall grant all rights in favour of Cars24 to demand any compensatory damages resulting therefrom.

4. In case of held-back amount: In case wherein Cars24 has withheld an amount to be payable to the Owner (referred as held-back amount) then upon satisfaction of Cars24 as for the clearance to the contingency of the purpose of holding back said amount; Cars24 shall process the payment of the said held-back amount in full or in part and the transfer of the said amount in the bank account of the Owner shall be deemed to be a final receipt of the said payment by the Owner. The Owner acknowledges and agrees that the amount held-back by Cars24 shall be forfeited in full or in part if

the Owner fails to satisfy/close/comply with any of the contingencies of the purpose(s) of held-back amount as per the time specified at the date of delivery of the Vehicle. Please note – Deductions, charges and forfeited holdback amount are non-refundable. All held back amounts will be released within 7 working days of fulfilling the release conditions.

5. The Owner shall keep Cars24 and the future buyer, indemnified and exonerated from all losses, claims, liabilities, risks, responsibilities, damages arising on or before the delivery of the Vehicle with Cars24.

6. The Owner understands and acknowledges that any misrepresentation by the Owner of any facts with Cars24 shall result into Cars24 taking appropriate action under the relevant provisions of law with the concerned statutory authorities and/or before the competent Courts/Tribunals.

7. In case of any difference and/or dispute between the Owner and Cars24 shall be referred to an Arbitration Tribunal consisting of a sole arbitrator to be appointed by Cars24 and the award so passed by the Arbitration Tribunal shall be final and binding upon the parties. The venue of Arbitration shall be New Delhi and language shall be English. The courts situated at New Delhi shall possess exclusive jurisdiction.

8. The Owner understands and acknowledges that in case of any change/ amendment in any applicable law if required and mandated, the Owner shall comply with any such change / amendment and CARS24 shall not be liable for any resultant effect thereof in any nature whatsoever including but not limited to any Ownership transfer.

9. CARS24 may offer services which shall be chargeable at the sole discretion of CARS24 and in case the Owner prefers to avail such services and/or benefits and/or offers then the Owner shall be liable to make the payment of such charges as shall be applicable on such services, benefits and offers and which shall be non- refundable.

10. The Owner hereby acknowledges and affirms that the Owner shall be solely liable for any and all consequences for the payment made by CARS24 in the Bank account as per instructions of the Owner. The Owner shall be solely liable to indemnify and compensate CARS24 in case of any claim arising due to the instructions of payment as made by the Owner.

11. The Owner acknowledges that the CARS24 Assured Price as mentioned on the Payment Receipt is inclusive of GST. CARS24 is not liable to pay over and above the GST included in the Offer Price. The Owner understands that it is solely his responsibility to provide his GSTIN to CARS24. Further it is his responsibility to provide GST Invoice for the car sold by him. In case of any subsequent liability that may arise on CARS24 due to non-furnishing or furnishing of incorrect or incomplete documents/ details/ information by yourself, you would indemnify CARS24 for any loss including, but not limited to, the amount equal to the liability of tax, interest or penalty imposed on CARS24.

12. The Owner acknowledges that removing any personal belongings from the Vehicle and closure of the FASTag linked account, if any, before delivering the Vehicle to CARS24, is the sole responsibility of the Owner. CARS24 shall not be responsible for any loss or liabilities arising in this respect after taking the physical delivery of the Vehicle from the Owner.

13. CARS24 will not be responsible for any charges, costs and expenses that may be imposed on the Owner purchase of any additional Vehicles by the RTO including any additional registration charges on such Vehicles.

# Schedule I : Fair Wear & Tear Policy

Dear Owner,

Thank you for considering CARS24 Assured Buyback Cover.

We want to make you aware of the guidelines surrounding the car's required condition at the time of availing the assured buyback cover.

## Introduction:

The Fair Wear & Tear Guide summarises the degree of deterioration judged to be reasonable at the time of availing the assured buyback cover. Lack of attention to preventative measures, misuse or neglect are the main reasons cars experience excessive wear and tear, and this guide aims to provide you with a view of what we consider to be fair.

When you decide to avail the Assured Buyback Cover in future, evaluator from CARS24 will complete an assessment of your car to ascertain its eligibility for the cover.

## Suggestions to ensure you meet fair wear & tear guidelines:

- **Regular Vehicle Inspections:** Frequent Vehicle assessments are vital to promptly detect any signs of damage. Any unusual sounds or performance variations demand immediate attention, and the Vehicle should be taken to authorised service providers of the car manufacturer or to CARS24 service centres.
- **Strict Adherence to Service Guidelines:** Ensure your Vehicle adheres to manufacturer - recommended service schedules, as detailed in the handbook, by entrusting its maintenance to authorised service providers of the car manufacturer or at CARS24 service centres.
- **Daily Maintenance Routine:** Routine care like fluid checks and monitoring tire pressure & tread depth is essential for your Vehicle's optimal performance.
- **Authorised Repairs Only:** For any repairs, it is imperative to rely exclusively on authorised service providers of the car manufacturer or at CARS24 service centres.
- **Impeccable Vehicle Presentation:** Maintaining the pristine condition of your Vehicle involves regular cleaning of the bodywork, upholstery, and trim. At the conclusion of your contract, it is advised that the Vehicle is returned in a sufficiently clean state to facilitate a thorough examination of its paint, body, and interior.
- **Addressing Body Damage:** Promptly address any body damage as soon as it occurs. All repairs must meet professional standards, taking into account any applicable anti-corrosion guarantees. Any visible signs of repair, such as colour discrepancies or misaligned panels, are unacceptable.

## Assured Buyback Cover - Fair Wear & Tear Guide

- **Servicing & Documentation**
  - **Comprehensive Maintenance and Service:** Ensure that your Vehicle receives thorough and regular maintenance and servicing, adheres to manufacturer-recommended service schedules, as detailed in the handbook, by

entrusting its maintenance to authorised service providers of the car manufacturer or at CARS24 service centres.

- **Swift Resolution of Defects:** Any defects or damages incurred during routine Vehicle use must be promptly addressed. Maintain the Vehicle Owner's Manual, including a complete service record and all pertinent documents related to Vehicle equipment. These documents must remain intact and accessible.
- **Keys and Security Measures:** The utmost attention must be paid to Vehicle security. Ensure you possess a complete set of keys, keeping track of their respective numbers. Returning the master key, which governs the Vehicle's engine management system, is compulsory. If your Vehicle originally came equipped with a security system, it should remain unaltered and fully operational, including any essential keys or key fobs.

### ➤ Equipment & Modifications

- **Equipment Return:** At the conclusion of the contract, ensure the retrieval of all original factory-standard equipment, including any non-standard or 'customised' fittings that were initially provided by the manufacturer at the time of sale.
- **Accessories Removal:** All supplementary accessories, installed post delivery, must be methodically uninstalled, and any resultant holes or damage must undergo professional restoration to meet stringent quality standards.
- **Add-Ons and Customizations:** For any post-delivery customizations, diligent action is required. These modifications should either be restored to their original condition or professionally rectified. This applies comprehensively, including but not limited to:
  - Non-standard badges or labels
  - Oversize tires or tire spacers
  - Additional fittings directly connected to the battery, such as dash cams or amplifiers
  - Suspension alterations
  - Engine or fuel system adaptations (e.g., CNG/LPG fittings)
  - Non-factory paint schemes
- **Removal of Non-Standard Badges and Labels:** Non-standard badges, labels, or advertisements affixed to the Vehicle's bodywork or glass must be promptly removed. In instances where these attachments result in damage, the responsibility for repairing such damage lies with the user. It is critical to emphasise that any paintwork fading attributable to the attachment of non-standard paint schemes will result in charges.

### ➤ Exterior

- Panels
  - **Dents**
    - Dents less than 4 inches are acceptable as long as the paint surface has not been penetrated so that bare metal is visible or corrosion has set in.
    - Multiple dents (more than 3 dents) on a single panel are unacceptable and the panel needs to be repaired

- Dents on multiple panels (more than 4 panels) are unacceptable



■ **Paint Work**

- Minor imperfections such as small stone chips, door edge chipping, and light scratches (up to 35mm in length) may be considered acceptable, taking into account the Vehicle's age and mileage. However, these imperfections must not have penetrated through to the base metal and caused corrosion.
- In cases where stone chippings have breached the metal, prompt touch-up measures should be implemented to prevent further deterioration of the paint.
- Exterior panels should be free from major abrasions (length more than 4 inches).
- Paint should exhibit good gloss and colour uniformity. Any disparities in colour between panels, poorly fitted panels, and substandard repair (bad colour match, overspray, visible sanding marks) are deemed unacceptable.



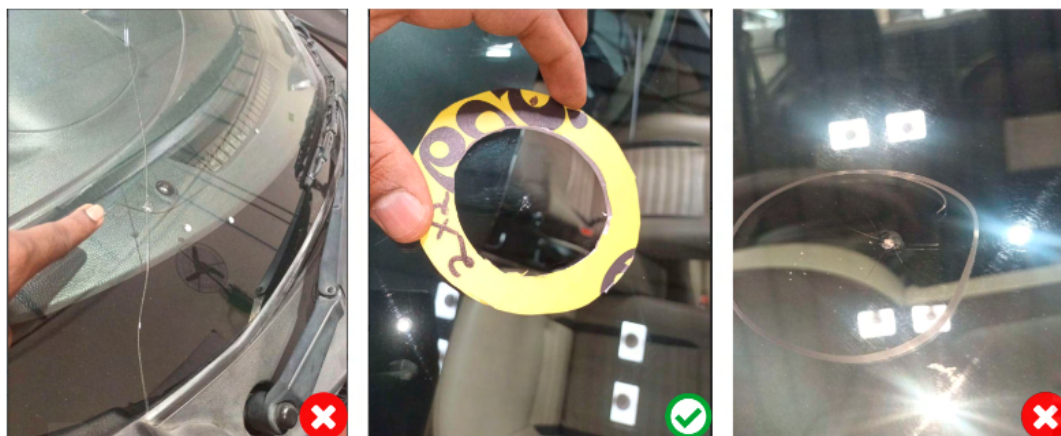
■ **Rust**

- Rustings which have eaten into the metal are unacceptable
- All repairs to the bodywork must be suitably re-rust proofed up to the manufacturer's recommended standards

○ **Body Frame & Structure**

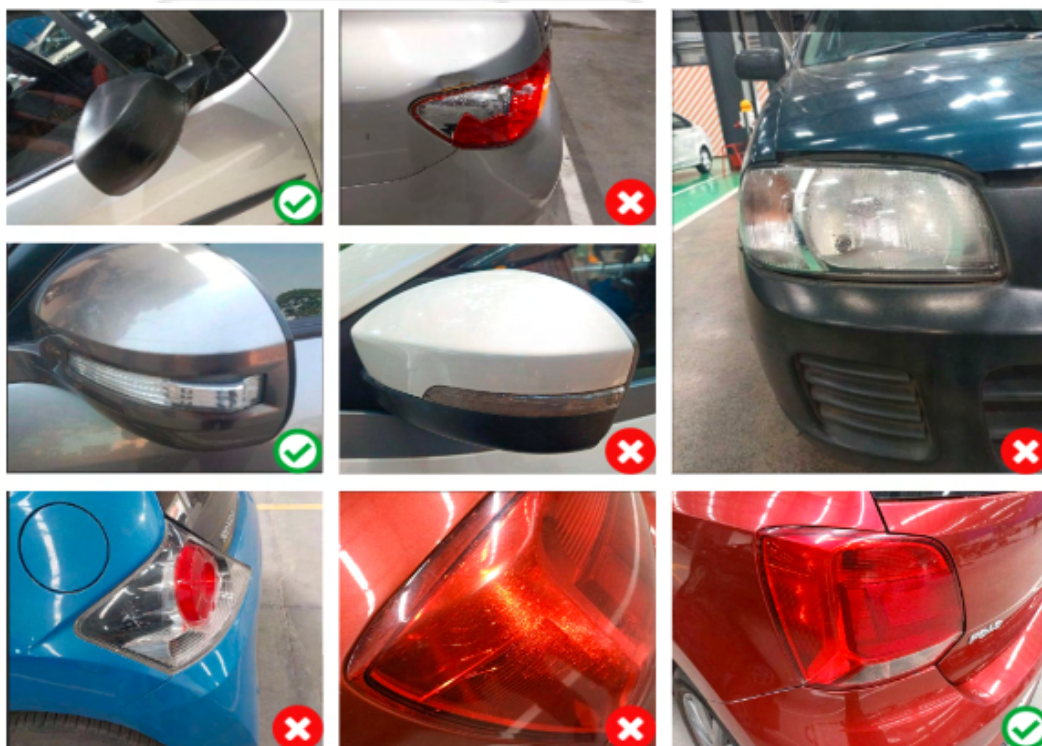
- Any damage or modifications affecting Vehicle's structural integrity (Chassis, Roof, Pillars, Apron) are unacceptable

- Repair work catering to damages should be carried out at authorised service centres as per manufacturer guidelines
  - History of major damage to any structural components is deemed unacceptable, irrespective of the repair quality
  - Mouldings, Bumpers & Grills
    - Minor scuffing, light scratches which do not gouge into the part are considered acceptable
    - Dents less than 4 inches where paint is intact are considered as acceptable damage
    - Deep scratches, gouging, cracks, holes, rips or dents where paint layer has been penetrated are unacceptable
    - Missing original parts are unacceptable
  - Underbody
    - Minor dents and deformations caused while parking the car or going slowly over speed bumps / rocks are considered acceptable as long as it has not caused major rusting.
    - Major impact damage to the underbody is unacceptable. Any damage must be dealt with professionally, as significant damage or distortion to chassis components is not acceptable.
    - Exhaust leaks showcasing visible damage to the exhaust system is a major damage and is considered as unacceptable wear and tear.
    - Metal eating rust is unacceptable and a sign of poor maintenance.
- **Mechanical & Electrical**
- Regular servicing and maintenance through authorised service providers of the car manufacturer or at CARS24 service centres and in accordance with the Vehicle manufacturer's servicing programs should keep the Vehicle in sound mechanical condition.
  - Non-operational or Malfunctioning parts, missing equipments or broken parts, substandard or incomplete repair are unacceptable
  - In case of repair, replacement parts must match manufacturer's specification and must be at par with the quality of the original provided parts
  - All the repair work performed must be of professional quality and should be done at authorised service centres in accordance with manufacturer's provided specifications.
- **Window & Lights**
- Windshield, Windows & Wipers
    - Scratches of length less than 2 inches on the glass surface are acceptable provided they are not deep enough to get caught in fingernail and are out of driver's field of vision
    - Cracks of less than 2 inches and spots with cracks of length less than 2 inches are considered normal wear but should not be blocking driver's view
    - Major cracks or spots of length greater than 2 inches or windshield delamination are unacceptable.
    - Wipers should not be damaged and must be in fully operational condition. Missing or inferior quality replacement parts are unacceptable



○ Lights & Turn signals

- Cracks of less than 2 inches considered normal wear
- If a part has major cracks of length greater than 2 inches or multiple cracks then it needs repair and is unacceptable.
- Moisture inside the lights, holes, shattered glass or damaged parts are excessive wear and need to be repaired.
- Part should not be damaged and must be in fully operational condition. Missing or inferior quality replacement controls is unacceptable.
- If replacement has been necessary, then equipment of a similar value and specification, preferably of the same manufacture as the original, should be fitted.



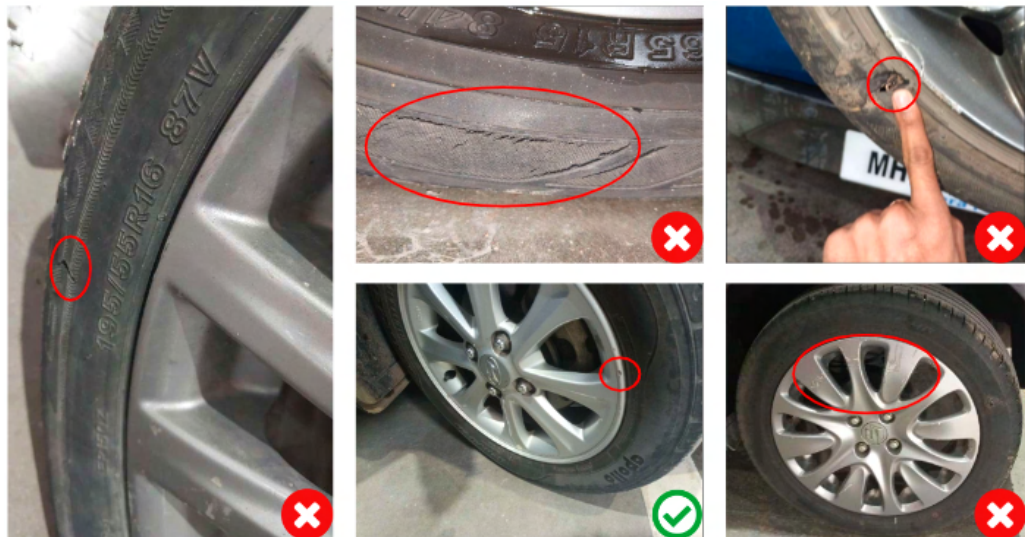
➤ Interior

- Carpet, Roof Lining, Upholstery, Seats & Trims
  - The interior should be clean and tidy with no visible burns, tears or permanent staining to the seats, headlining or carpets.
  - Stains which cannot be removed and require replacement are not acceptable
  - Wear and soiling through normal use is acceptable, as are any repairs that are not readily visible.
  - Stitching that has come apart is unacceptable and needs to be repaired. Holes or damage due to any attachment removal, broken, trims, rips, cuts, deep gouges are unacceptable
  - Missing & broken parts are unacceptable. Any repair work catering to the damages must be of professional quality and replacement parts must be original
- Door Sills, Dicky & Boot door lining, Door Rubber Seals
  - A reasonable amount of scuffing to the door, door sills and Boot inner lining & trim is acceptable providing paintwork has not been damaged down to bare metal, aperture seals are not torn, no broken trims or deep gouges
  - Normal wear may cause a certain amount of damage and splits to rubber doors and other seals, but any evidence of neglect or misuse is unacceptable. If a seal becomes displaced it should be refitted immediately to avoid it becoming trapped or torn.
  - Surface scoring and light blemishes that reflect normal use are acceptable, but floor coverings and surrounding trim panels should not be torn or split.
- Controls - (*Infotainment system, Instrument Cluster, Control panel, Steering mounted controls, window, Seat & door controls*)
  - All original controls must be intact and operate correctly. If replacement has been necessary, then equipment of a similar value and specification, preferably of the same manufacture as the original, should be fitted.
  - All odometer alterations must be reported and unauthorised odometer changes are unacceptable
  - Missing parts and items must be replaced at your expense.
  - Missing or inferior quality replacement controls is unacceptable



➤ **Wheels & Tyres**

- Tyres
  - Tread depth less than 1.6mm or recapped tyres are considered unroadworthy and must be replaced immediately for the user's safety.
  - Spare tyre, if given by manufacturer, should be intact and roadworthy
  - Any damage to the side wall due to heavy misuse like Tyre bulge, sidewall bulge or uneven tread depth needs immediate attention. This is considered as excessive wear due to poor maintenance.
  - Any missing, damaged or missing part needs to be replaced with the original part from the manufacturer or an equivalent quality part and comply with the Vehicle manufacturer's recommendations of tyre type, size and speed rating.
- Wheel Trims
  - Dents or damage to the rim or main body of the wheels or mismatched tyres are not acceptable.
  - All four wheels along with spare wheel (if applicable) must be intact with no more than minor scuffing due to everyday use.
  - The spare wheel, jack and appropriate wheel tools must be stored properly and in good working order.



## Summary - Fair Wear & Tear Guide

Acceptable  
Wear and Tear

### Servicing & Documentation

Regular maintenance & service at authorised service centres	✓
Defects addressed promptly as per manufacturer's guidelines	✓
Missing keys	✗

### Equipment & Modifications

Damaged / Missing original equipments like trims, knobs; missing tools, jack etc	✗
Non-standard badges or labels, Non-factory paint schemes, Tinted Glass	✗
Post-delivery Modifications like engine, suspension, fuel systems (CNG) etc.	✗
Accessory removal and restoration of professional quality	✓

### Exterior - Panels

Dents - less than 4 inches in length, no paint penetration, less than 3 per panel	✓
Dents - more than 4 inches in length OR paint penetration OR more than 3 per panel	✗
Rusting which have not started eating the metal	✓
Metal eaten rust on panels	✗
Minor scratches - less than 4 inches in length, less than 3 per panel	✓
Major Scratches - more than 4 inches in length and deep	✗
Minor touch ups or flaking	✓
Damage due to Vehicle modifications or removal of stickers / decals	✗
Minor stone chipping on bonnet, bumper, wheel arch, doors	✓
Poor repairs, colour mismatches, poorly fitted panels, overspray or sanding marks	✗

### Exterior - Body Frame & Structure

Any damage or modifications affecting Vehicle's structural integrity	✗
Repair work catering to minor damages at authorised service centres	✓

## Exterior - Mouldings, Bumpers & Grills

Minor scratches or scuffing	✓
Dents - more than 4 inches of length or paint damage	✗
Major Damage - Deep scratches, gouges, distortions, holes and rips	✗
Missing original parts	✗

## Exterior - Underbody

Minor dents & deformations	✓
Major Impact damage or metal eating rust	✗
Exhaust leaks which are result of visible damage	✗

## Mechanical & Electrical

Regular servicing and maintenance through authorised service providers	✓
Non-operational or Malfunctioning parts, missing equipments or broken parts, substandard or incomplete repair	✗
Repair performed of professional quality at authorised service centre & original parts	✓

## Windshield, Windows & Wipers

Minor scratches - less than 2 inches in length (not in field of vision)	✓
Minor Spots - Spots with cracks of length less than 2 inches (not in field of vision)	✓
Major cracks or spots of length greater than 2 inches	✗
Wear on wiper blade but fully functioning	✓
Windshield delamination or Glass Shattered	✗

## Lights & Turn signals

Minor scratches - less than 2 inches in length	✓
Cracks of less than 2 inches or spots with cracks of length less than 2 inches	✓
Major cracks or spots of length greater than 2 inches	✗
Moisture in lights, holes, shattered glass or damaged parts	✗
Non operational or Major cracks / broken	✗

## Interior - Carpet, Roof Lining, Upholstery, Seats & Trims

Stains on seats and carpets - hard to remove	<input type="checkbox"/>
Stains on seats and carpets by normal use - can be removed by cleaning	<input checked="" type="checkbox"/>
Holes or damage from accessory removal	<input type="checkbox"/>
Burnt, cut, holed, ripped, visible repairs	<input type="checkbox"/>

## Interior - Door Sills, Dicky & Boot door lining, Rubber Seals

Scuffing with no damage to paint, No broken trims	<input checked="" type="checkbox"/>
Minor surface scoring or light blemishes in the dicky & boot door lining	<input checked="" type="checkbox"/>
Deep gouges in trims, rips, cuts, marks or splits	<input type="checkbox"/>

## Interior - Controls

Fully operational & functional controls of original or similar quality as manufacturer	<input checked="" type="checkbox"/>
Unauthorised Odometer changes	<input type="checkbox"/>
Missing or inferior quality replacement controls or other parts	<input type="checkbox"/>

## Tyres

Tread depth less than 1.6mm or recapped	<input type="checkbox"/>
Missing spare tyre or other parts	<input type="checkbox"/>
Sidewall damage, sidewall bulges	<input type="checkbox"/>
Replaced with the original part from the manufacturer or an equivalent quality part	<input checked="" type="checkbox"/>

## Wheel Trims

Dents or damage to the rim or main body of wheels	<input type="checkbox"/>
All wheels intact with minor scuffing	<input checked="" type="checkbox"/>
Damaged, badly distorted, heavy scuffing	<input type="checkbox"/>
Missing spare wheel, jack or appropriate tools	<input type="checkbox"/>

## **Our Purpose: To revolutionise the future of mobility**



*For any issues or clarification, please contact Cars24 Support team on mail address [buyback.newcars@cars24.com](mailto:buyback.newcars@cars24.com) and contact no. +91 7303291096*