

## TATA MOTORS

SC / 2015 / 89	Model : All	Group : 00	Oct'15
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### All Dealers / TASSs'

**Subject: Introduction of "TATA Zippy" - Compensation to customers on account of delayed Delivery.**

We are pleased to inform you about an introduction called "TATA Zippy".

In order to gain the customer confidence, by having a shortest possible uptime of vehicles which come in for repairs at the dealers / tata authorized service stations, Tata Motors would like to offer a delay based compensation.

The new logo is as appended below:



This offer of new vehicle repair is for all commercial vehicle models used for civil application.

The offer is valid for vehicles reporting to Tata Motors authorized commercial vehicle workshops within 12 months from its date of sale or 14 months from its date of production (whichever earlier)

Commencement of repair time of the vehicle will start only after the Job card generated and repairs agreed with customer.

In case the vehicle repair time exceeds 48 hours then a compensation will be payable in multiples of 24 hours slab over 48 hours (no pro-rata settlement) to customers in the form of Tata Genuine parts and Prolife coupons. The coupons are redeemable across all Tata Motors authorized commercial vehicle workshops for vehicle service only. The coupons can also be availed for fitting our prolife branded products.

**We are attaching following:**

- General terms and condition - Annexure 1
- Exclusions - Annexure 2
- Coupon Request format - Annexure 3
- Coupon Redemption process - Annexure 4

**CUSTOMER CARE (COMMERCIAL VEHICLE BUSINESS UNIT)**

*(As per policy of Tata Motors to continuously improve their products, the company reserves the right to make changes of any nature on vehicles and aggregates without any obligation to incorporate them on previous vehicle)*

## Annexure 1

### General terms and condition

- The channel partners will be responsible for making vehicle on road with specified terms & condition and with no other liabilities. Final decision for the coupons will be of Tata Motors only. Any dispute arising out of or in connection with this offer shall be subject to exclusive jurisdiction of the Courts in Mumbai only.
- Compensation - M&HCV - 2000 Rs. / Day, LCV/ICV - 1000 Rs. / Day, SCV - 500 Rs. / Day.
- Compensation will not be applicable in case of any discount / offer given by channel partner.
- Tata Genuine Parts and Prolife coupons will be redeemable on next or subsequent Tata Genuine Parts and/or Prolife purchase only.
- Program is applicable for the vehicles which has availed all free services at Tata Motors Authorized commercial vehicle workshops only.
- Process of Redemption/Issue of Tata Genuine Parts & Prolife coupons will be same as Tata Alert.
- The scope of this program is across all India except North-East region & Jammu-Kashmir.
- The above terms and conditions are subject to change without any prior notice.

## Annexure 2

### Exclusions

- Delays caused due to force majeure conditions.
- Vehicles operating under Projects, Tippers, Defense vehicles, Special purpose vehicles, trial aggregates, and vehicles where any unauthorized modification has been carried out by customer, body / cabin built by customer etc. will not be covered under this scheme.

### Annexure 3

<b>Coupon Request Form</b> ( Tata Zippy & Tata Kavach)		
Date -		
<u>Dealer/TASS Name :</u>	<u>Location:</u>	<u>Dealer Code:</u>
<u>ASO :</u>	<u>Region :</u>	
<u>Vehicle Owner Name :</u>	<u>Owner Mobile Number :</u>	
<u>Customer Detail Address :</u>		
<u>Vehicle Registration Number :</u>	<u>Chassis Number :</u>	
<u>Model :</u>	<u>Complaint Reported Date:</u>	
<u>Reason for Delay :</u>		
* All fields are mandatory		
<b>Checked And Approved By</b>		
<b>Works Manger</b> (Please write the name & sign)	<b>CSM</b>	<b>ASM</b>
After all approval SCAN copy to be sent to Mr. Bhadale ( b.bhadale@tatamotors.com)		

## Annexure 4

### **Coupon Redemption process:**

- Once the Dealer receives the coupons from customers he/her to Call TBSS call center & cross check the coupon.
- After getting ok from TBSS, Dealer to give discount to customer.
- For reimbursement of coupon amount Dealer to send following documents to SHQ (Head Central Technical Cell)
  - Job Card copy with Customer Satisfaction note
  - Customer Invoice copy
  - Coupon

Job card & invoice copy must be approved & Signed by CSM, ASM, RSM & RMCC.

- After receiving approved document at SHQ, same will be further proceed for payment to Dealer.