

TERMS & CONDITIONS

- 1 All rights are Reserved with Track My Wheels.
- 2 All Disputes are subject to Pune Jurisdiction only.
- 3 Goods once Sold will not be taken back
- 4 Interest @ 18% will be charged on amount remaining unpaid after 10 days if Invoice date/ Credit period/date of installation, whichever is finalised.
- 5 The limited warranty is applicable within India Only
- 6 The limited warranty does not extend to the life of remote batteries inside vehicle tracking device.
- 7 The limited warranty does not cover drainage of vehicle battery caused after fitment of Vehicle Tracking device. Our trained technicians generally take care to avoid any such circumstances at the time of installation of Vehicle Tracking Device.
- 8 The limited warranty will be null & void if the product displays signs of tampering, damage, negligence, modifications & anything else not imputable to manufacturing defects.
- 9 This warranty does not cover any damages or malfunction resulting from negligence or contact with corrosive liquids, water, accidents, fire abuse or other causes.
- 10 Track My Wheels shall not be responsible for any direct or indirect loss, damage or injury of any nature whatsoever arising out of or in relation to the Track My Wheels system, however we warrant to the original purchaser of this equipment to be free from defects in material of workmanship under normal use & service. Our obligation under this warranty is limited to repair or replacement of any part of this equipment found defective within 1 Year from date of installation.
- 11 The Limited warranty extends only to the original purchaser of the Product.
- 12 Product carries a limited warranty & in the event of any liability arising due to the use of this product it shall not exceed the cost of the product paid by purchaser. While Track My Wheels Solutions are a reliable & effective method of protecting the Vehicle, they can not Guarantee 100% protection against all incidence of Theft. Improper installation, maintenance & usage of the system can lead to reduced effectiveness in the protection provided. Specifications are subject to change without any prior notice.
- 13 Track My Wheels does not warrant that the products are fit for any particular purpose, nor that the services will be without disruption, nor that any reports, alerts, data or information provided as part of the services will be free from errors, omissions, inaccuracies or non-conformities, & Track My Wheels shall have no liability or obligation to the customer in this respect.
- 14 Track My Wheels will not be liable for any damages of any kind arising from the use of Track My Wheels site or the unavailability of this site/application, including, but not limited to, lost profits & direct, indirect, incidental punitive & consequential damages. Third party Services like AWS &/or Vodafone Idea (VI) &/or Airtel etc, may get down & it may result in down of gps tracking services without prior notice. Track My Wheels uses reasonable efforts

to ensure the accuracy, correctness & reliability of the content, but we make no representations or warranties as to the Content's accuracy, correctness or reliability.

15 If the system operates incorrectly, Track My Wheels shall not be liable for any kind of injury to persons or damage to things and/or to electrical devices of the vehicle.

16 This Vehicle Tracking System must only be considered as a deterrent against theft attempts on vehicle, its parts & accessories. In no case it can be considered as a theft insurance.

17 This product is meant for used by the purchaser for Legitimate & lawful use of the Vehicle in which it is installed. Use of the product &/or Vehicle in which this product is installed for any unlawful, illegal use does not make Track My Wheels responsible under any circumstances for any action under India Laws & purchaser of the product/Owner of the vehicle in which product is installed will be solely responsible for unlawful, illegal use of product &/or vehicle in which it is installed. Moreover Track My Wheels Reserves right to initiate appropriate action against such purchaser/Owner of the vehicle which is noticed being used for unlawful, illegal purpose.

18 Sim card installed in GPS Tracker is to be solely used for Vehicle Tracking Purpose in GPS Tracker only. Use of GPS Sim for any other purpose is strictly prohibited & if found its misuse, strict action may be taken against the Vehicle Tracking Device purchaser.

19 For any kind of after sales service, it is mandatory for customer to raise ticket regarding same via our vehicle tracking application/web portal.

20 Once Service/Support ticket is raised, resolution of any kind of Vehicle Tracking related service/support (in warranty/after warranty) needs standard time of 48 hours of working days. In some cases it may take more time for the resolution. Customer do not reserve any right to claim losses if any arising due late resolution of query/problem

21 In warranty period, if physical testing of Vehicle Tracking Device in vehicles required arising due to tampering/alteration of wiring by the customer, it will be chargeable service at Rs. 500/- per visit plus travelling expenses of technician at actual.

22 Service after warranty if require physical testing of Vehicle Tracking Device in vehicle/s, it will be chargeable service Rs. 500/- per visit plus travelling expenses of technician at actual. Track My Wheels reserves right to decline after warranty service in certain cases. If customer denies to pay servicing charges, Track My Wheels reserves right to block GPS Tracking Account until due charges are paid.

23 Track My Wheels company's Working Hours are from 9.30 am to 6.30 pm from Monday to Saturday. Weekly holiday is on Sunday. Company office may be closed on some Govt. holidays also.

24 Vehicle Tracking Services are paid services & have annual service subscription packs. Customer has to pay timely Annual Service Subscription charges as per rate applicable on the prevailing date to enjoy uninterrupted services. Track My Wheels reserves sole discretion to decide the amount of charges for the aforesaid services & decision of Track My Wheels will remain final & binding on customer.

25 Track My Wheels reserves right to discontinue Vehicle Tracking service without any prior intimation on expiry of Service Subscription period or in case of outstanding payment.

26 Alert delivery like app notification, emails, siren, voice alerts are dependent on third party service providers. In certain cases alerts may deliver lately or fail.

27 Generally we don't suggest customers to use Immobiliser to Stop/Start vehicle remotely. If customer has to use this facility then it will be Soley customers responsibility if any issue/problem arises due to installation of Immobiliser in vehicle.

28 If bank deny to clear cheque of any customer, penalty of Rs. 500/- will be applicable irrespective of reason for denial of cheque payment clearance.