

About Road Side Assistance (RSA) from Crossroads :

Cross Roads's roadside assistance is a breakdown coverage services that assist member motorists whose vehicles have suffered a mechanical failure that leaves the motorists stranded. As a special offer only available to Snapdeal customers on Tyre & Audio Installation, Road Side Assistance activation with a one free service Insurance against breakdown coverage is provided for your peace of mind and the service is available 24*7 anywhere anytime within the municipal limit of the city.

Service Activation:

Cross Roads membership enables one year activation with 1 free service from the day of activation post confirmation by Cross Roads India Assistance for the next 365 days. In the validity of one year, you can avail one roadside assistance service at-the-sight anytime within your city. In any other city or highway of your primary city support would be available on a Pay Per visit basis where charges would be depending on location of incident where breakdown occurs.

If one service is consumed or 1 year validity expires, whichever comes early, the activation can be renewed for the next year with 6 free roadside services at a special Snapdeal discount on the cost of current market rate of membership.

A Unique ID will be shared with consumer enabling Activation.

Roadside Services:

Upon logging the call for service, a representative will dispatch a roadside service professional to help with the following:

- ❖ **Towing** – whenever your vehicle requires more than at-the-scene service, you can use your roadside assistance coverage to tow it anywhere within a 5-KM radius at a cost of Rs. 30 per KM.
- ❖ **Flat Tyre Change** – No need to panic if you have a flat. A roadside professional can put the spare tyre on your vehicle at the scene & in case of two flats repair of one or both tyres would be done at a nominal cost depending on type of repair to be performed.
- ❖ **Battery Jump Start** – Call us if your battery fails. If possible, it will be jump-started at the scene to help get you on your way.
- ❖ **Emergency Fuel** – if you run out of fuel, get the required fuel you need directly delivered to your vehicle. You only pay for the cost of the fuel at the city rate. The delivery and service is free.
- ❖ **Lockout Assistance** – If your keys are accidentally locked inside your car, we will dispatch a qualified service provider to retrieve it from inside your car.
- ❖ **Minor Repairs** – Other minor repairs would also be resolved as best feasible where any spares would be charged at actuals.