

Terms & Conditions of Cross Roads India Assistance (CRIA) Tyre Installation Service @ INR 199.00 (one hundred ninety nine Indian rupees only) for Snapdeal Customers:

- 1) Once Installation Services are logged in or requested for with Cross Roads then the cost of INR 199.00 is invoiced for & customer is liable for payment of the same as the minimum charges even if he chooses to not avail of the service for any reason at the discretion of the customer, post physical inspection of vehicle for actual work estimate once the Cross Roads Technician visits. The same will be confirmed by Technician prior to visiting the customer.
- 2) Offer is available to Snapdeal customers for Tyres bought on Snapdeal.com only for purchases post September 1st, 2014 where installation services at special rate of INR 199.00 (one hundred ninety nine Indian rupees only) are availed within 7 days of receipt of the order with a 90 day installation warranty.
- 3) Installation Services would be available between 10 am to 5 pm only within the municipal limits of the city of product delivery.
- 4) It's mandatory for the customer to handover a signed copy of purchase invoice to the Technician post installation or email the soft copy of the invoice to snapdeal@cria.co.in (the sent email will have to be shown to the technician) which the Technician will verify prior to starting installation.
- 5) Installation of compatible multiple tyre & alloy products for same vehicle are only applicable at Rs 199 if all products were ordered as part of the same shopping cart checkout. Any subsequent order would attract additional charges at a special rate for every tyre or alloy that needs to be installed.
- 6) In case of Tubed tyre to Tubeless tyre migration there is bound to be additional RIM/ Alloy repair work that would needed to be carried out which will be chargeable on actuals that will be explained by Technician on physical inspection. If Suggested repair work is not carried out by Technician on the choice of the customer then the 90 Day Installation Warranty is voided on installation itself.
- 7) Any screw, nut or bolt may turn free through installation process of tyre where such a fault would need lathe work or on the spot turning of groove for rectifying the same where the charge would need to be borne by customer.
- 8) The assumption is that the compatible tyre has been ordered to fit into existing rim / alloy however if there is resistance or interference or there rivets, retaining clips or screws then the installation may require extra custom fitting through spares & repair which would be chargeable extra on actuals.
- 9) The wheels are expected to rotate without any resistance on both front & rear hubs & it is expected that when wheel is fastened that none of the hub or part of the wheel should be in contact with either the break drums, calipers or any other component of the steering or suspension where if it is not the case then suitable solution would be suggested which would be chargeable on actuals.
- 10) In case of upsizing or downsizing of tyres, deviating from standard fitment of tyres, any adjustments required to be done on rim or alloys will be chargeable on actuals.
- 11) Installation warranty will be void if changes to the Tyres / Alloys are done outside of Crossroads installation services.
- 12) There is no liability been carried for the old tyre been removed for any damage that may occur while removing the same on the spot.

- 13) Any extra effort or job apart from installation of primary product/s will be chargeable while no guarantee is given on workmanship for anything apart from the Snapdeal Product/s been installed.
- 14) Cross Roads and Snapdeal shall not carry any liability for damage that is already caused or may be caused during the un-installation or assimilation process of old tyre system & components.
- 15) Technician shall try and ensure to provide service within the stipulated time, however neither Cross Roads or Snapdeal shall be held responsible or invite any form of liability for any delay caused by conditions beyond the control of company like traffic jams, riots, roadblock, route diversion or bad weather conditions or non-availability of any nuts or bolts or components.
- 16) Any tyre ordered by consumer that is found damaged through, during or post installation then liability is solely of the manufacturer where Cross Roads do not carry or cover any liability.
- 17) Snapdeal will not be held liable for the installation services provided.