

WE RIDE WITH YOU



CALL **1800 209 9899** / **022 4090 1548**





While you cruise through India's highways and by-lanes, scenic drives and backroads - ride free. Because no matter where you go, we are with you.

The geographic scope of the Roadside Assistance Services provided by our partner, INDIA ASSISTANCE shall be within unlimited km radius from the nearest Harley-Davidson India dealership in the Republic of India.



Fuel delivery

If your Harley-Davidson® runs out of fuel, INDIA ASSISTANCE shall deliver up to 5 litres of petrol. You will have to pay for the fuel on the spot. This service is available with unlimited km from the nearest Harley-Davidson India dealership or any other city covered by India Assistance (see www.indiaassistance.in for additional cities).

Only limited quantity of fuel will be delivered due to practical hazards of carrying fuel over long distances.



Transfer in case of breakdown / accident / flat tire support

If your Harley-Davidson® motorcycle has a punctured or burst tire, INDIA ASSISTANCE will tow/transfer the vehicle to the nearest Harley-Davidson® dealership. In the event that the Covered Vehicle is immobilised due to the breakdown or accident and "On site" preliminary support is not possible, INDIA ASSISTANCE shall arrange and bear the transfer expenses of the motorcycle to the nearest Harley-Davidson® dealership service workshop. These services shall be provided using equipment deemed most suitable by INDIA ASSISTANCE.



Medical co-ordination

In case of any medical problem arising due to a breakdown or accident, INDIA ASSISTANCE shall provide contact details of nearby professionals, in order to provide convenience to customers, especially the ones travelling outstation. In this case, INDIA ASSISTANCE shall merely be a facilitator and shall not be liable for quality of services. All monetary or other transactions shall be directly between the customer and local service provider. INDIA ASSISTANCE's role shall end as soon as it provides the contact details to you. This service is subject to availability of professionals in the related field in that area.



Provision of local taxi

In the event of the transfer of your Harley-Davidson[®] motorcycle, INDIA ASSISTANCE shall coordinate to provide contact details of local taxi providers, for the convenience of customers.



Dedicated helpline

A special toll free helpline as well as a landline number provide round-the-clock assistance to you.

Toll Free No: 1800 209 9899

Backup landline number for H-D: **022 4090 1548**



Relay of urgent messages

INDIA ASSISTANCE shall take charge of relaying unlimited urgent messages to the Service Receiver's parties, relating to any of the events covered by any services under this Scheme.

General exclusions to service coverage:

- a) Any vehicle which has not been maintained regularly as per Harley-Davidson® service guidelines and thus is not in roadworthy condition.
- b) Any event when the rider of the vehicle is found to be in any of the situations that are indicated below:
 - 1) A state of intoxication or under the influence of alcohol, drugs, toxins or narcotics not medically prescribed.
 - 2) Lack of permission or corresponding license for the category of the Covered Vehicle or violation of the sanction of cancellation or withdrawal of them.
- c) Any event where breakdown is caused by deliberately inflicted damage, vandalism or participation in a criminal act or offence.
- d) Any client history where client has twice on prior occasions misused or abused the services.
- e) Those accidents resulting from the illegitimate removal of the Eligible Vehicle.
- f) Those accidents or breakdowns that are produced when the client or the authorized rider have infringed upon the regulatory ordinances as far as the requisites and number of persons transported, weight and means of things and animals that can be transported or the form of handling them as long as the infraction has been the determining cause of the accident or the causal event of the incident.
- g) Any Eligible Vehicle involved in or liable to be involved in a legal case prior to or post immobilisation.
- h) Events happening while the vehicle lacks documentation or requisites (including the Technical Inspection of the Vehicles and Obligatory Insurance) legally necessary to ply on public roads.
- i) Events caused by fuels, mineral essences, and other inflammable, explosive or toxic materials transported through the Covered Vehicle.
- j) Assistance to riders of the Eligible Vehicle different to those defined as beneficiaries.
- k) The following vehicles are not covered:
 - 1) Those used for hire or reward, except if expressly included above.
 - 2) Those used for the transportation of goods.
- l) Events not covered under the program:
 - 1) Non-functional horn.
 - 2) Vehicle headlights not functional during daytime.
 - 3) Broken rear-view mirror but not obstructing rider's view or motorcycle operation.

