



SELLER PROTECTION POLICY

After-sales support

For queries and support, please raise your request through the Spinny App or spinny.com

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Welcome to the Spinny Family

The Seller Protection Policy, offered exclusively by Valuedrive Technologies Private Limited (hereinafter referred to as "Spinny"), shields car sellers from any unjustified post-sale circumstances while maintaining Spinny's customer-centric business model. This means that we will handle any problems pertaining to the car from the moment the car is delivered to us until the time the Registration Certificate (RC) has been transferred to the new buyer. During the transfer process, if there is an unexpected event involving your car, our legal team will provide full support. When you encounter any such scenario, all you need to do is raise a request through the Spinny App/Website under the account section at the earliest. We take full responsibility for safeguarding the interests of our sellers before the ownership of their car is transferred to the new buyer.

SPINNY'S SELLER PROTECTION POLICY



Spinny's Seller Protection Policy assures to protect you (Registered Owner) from:

1. Any issue(s) which may arise against you from any misuse of the Vehicle, by Spinny or its employee(s), till the time transfer of the same in the name of the new buyer has not been completed.
2. Challans issued against the vehicle post-delivery of the car to Spinny.
3. Any case which may be lodged against you in case of mishap/ accident involving your vehicle post-delivery Spinny shall provide all the necessary assistance to ensure that all relevant documents are handed over to the concerned authority.
4. Spinny will engage a lawyer at its own cost (s) to represent you before and with any judicial / quasi-judicial / law enforcement agencies, wherever required.

Terms & Conditions:

1. You (Registered owner) must have provided physical delivery of the Vehicle along with all the original documents and necessary car accessories (such as set of car keys, etc.) as required with Spinny.
2. The issue/case comes to the knowledge of Spinny within an appropriate time.
3. The issue/case is being allowed to be handled exclusively by Spinny for and on your behalf and you extend your full faith and confidence in us and provide us your full support.
4. There is no breach of the Terms & Conditions as on the Application Form and there is no breach of any T&Cs.
5. The coverage is applicable from the date of physical delivery of the vehicle along with all the original documents and necessary car accessories as required with Spinny till the RC ownership is transferred in name of the end-buyer.

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The policy will NOT be applicable if:

1. In case of non-submission of any documents or non-fulfillment of requisite formalities required by the government authorities or Spinny within 10 days of intimation, including but not limited to presence of the seller (Registered owner) at RTO as and when required, providing valid loan NOC from the bank in case of hypothecation removal, or acting in contract to the buyer/seller executed between the parties etc. Spinny shall not be liable for any default /discrepancy/misrepresentation or fraud in the documents provided by the seller (Registered Owner) or if the seller (Registered Owner) has intentionally not disclosed any material information of whatsoever nature and this policy will stand void.
2. You assign any such issue/case to a lawyer/third party of your own choice.
3. There are any encumbrances on the vehicle and/or violations under applicable laws which have not been intimated to us.
4. Spinny is not made aware of any such issue through the app/website within the stipulated period of 24 hours.
5. If the seller (Registered Owner) is in breach of any other conditions as stipulated by Spinny.

For detailed FAQs, please visit the www.spinny.com website.