



OWNER'S HANDBOOK

After-sales support

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

DOWNLOAD SPINNY APP »

Welcome to the Spinny Family

A car opens up so many roads in life. Thank you for trusting us and choosing Spinny to be a part of your stories and your journey. Through Spinny Assured we put in place measures that give you happiness in every step of your car ownership journey.

This handbook provides key information on the following:

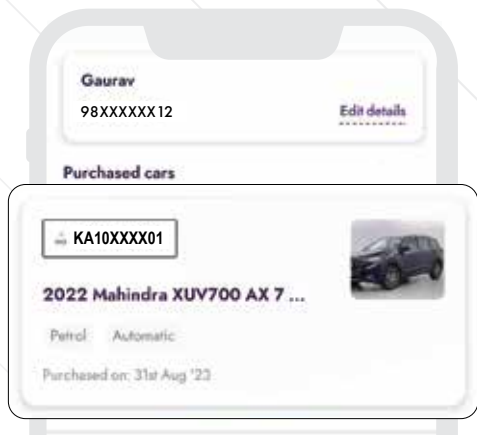
Our Five-Day Moneyback Guarantee	04
Completion of your Insurance Transfer	06
Transfer of your Registration Certificate (RC)	07
Understanding your Warranty	09
Extended Warranty.....	14
Spinny Buyback Program	20
Spinny Car Hub Locations	23

By your side, well after you buy

Raise your queries on the Spinny App

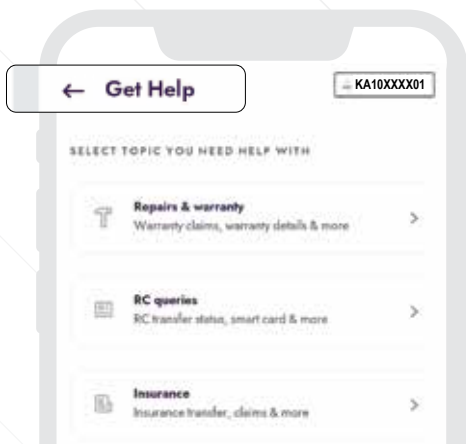


Spinny App



View Your Car Details

Click on your car
for info on insurance,
RC, and loans



Get Help

Go to "Help & Support"
to submit your query

If your issue isn't listed, use 'More Help'
to reach out to your Experience Manager.
We'll get in touch with you within 24hours.



Download the
Spinny App



FIVE-DAY MONEYBACK GUARANTEE



At Spinny, we are not happy if you are not happy. And that is why every Spinny Assured car comes with a Five-Day no-questions-asked Moneyback Guarantee.

Listed below are the terms and conditions for your reference:

- You have 5 days from the date of delivery of the car to avail the Five-Day Moneyback Guarantee, provided the car is returned before 300 kms of running after the date of delivery.
- We will only accept the returned car if no external maintenance, repair, scratches/dents and/or part replacement work is done.

To return your car, raise a request through the Spinny App
or [spinny.com](https://spinny.onelink.me/MI3G/iw302cza) under 'Your Account' section

<https://spinny.onelink.me/MI3G/iw302cza>

YOUR ACCOUNT »

Scan the QR code
for After-sales support



-
- You can drop the car at Spinny Car Hub within 24 hours of contacting Spinny.
 - Our team members will conduct an inspection of the car to make sure that it has not suffered any accident, and/or has not gone through any maintenance, repair, parts replacement work after the sale.
 - Once established that the car is in intact condition, the refund amount will be transferred to your bank account within 7-9 business days.



My wife wanted a white Renault and I was sure, it will be a Spinny. It was a perfect match for us.

Rayyan Khan | Renault Kwid

COMPLETING YOUR INSURANCE TRANSFER

Please follow the following process for transfer of Insurance.

Note: In cases where the previous car insurance policy has expired, Spinny will issue a fresh insurance policy under your name. For others, please ensure insurance is transferred in your name.

Please follow the steps to complete the process:

1. Contact the insurance provider of your car and share a copy of the mentioned documents*:
 - Copy of previous insurance policy
 - Insurance Transfer Certificate (NOC)
 - Buyer info
 1. Driving License or Aadhaar + PAN Card
 2. Email ID & Phone number
 - Form 29/30 and RTO receipt or Transferred RC
2. Schedule a physical inspection of your car by the insurance provider. Alternatively, few insurance providers also provide the option of a digital self-inspection link.
3. Transfer the payment amount (shared by insurance provider) to complete the process.
4. Collect a copy of the insurance transfer receipt to track the progress of the transfer.

* All the insurance related documents will be available on the Spinny app or website under 'Your Account' section.

TRANSFER OF YOUR REGISTRATION CERTIFICATE (RC)

We provide complete assistance to transfer the Registration Certificate (RC) in your name.

Listed below are the terms and conditions for your reference:

1. Supporting documents required for the process:
 - Aadhar Card
 - Pan Card
 - 2 passport sized coloured photographs
 - Other documents (depending on your case)
2. RTO Visit
Subject to the requirements of the specific RTO, we might request you to visit the RTO to complete the RC transfer.
3. Timelines
Usually, the RC transfer process takes up to 60-90 days* from the delivery date of the car.
*Timelines might vary depending on intrastate or interstate RC transfer. In case of any delay in the RC transfer of more than 90 days, Spinny team will proactively reach out to you.
4. Status Check
We will intimate you, either through a SMS or WhatsApp message, once the RC has been transferred. It usually takes 10 days to reflect after the issuance of RTO Receipt.
You can also directly check the status of the application on:



Govt of India's Vahan Portal
vahan.parivahan.gov.in



For Hyderabad
tgtransport.net

5. Delivery of RC
 - Hard Copy - We will courier your RC to your address in all cases except in Delhi (DL) and Ahmedabad (GJ) RTO cases. For Delhi (DL) and Ahmedabad (GJ) RTO cases, the RC will be couriered directly from the RTO to the address mentioned on your application. Please ensure someone is available to receive the RC at the address mentioned on your application along with a copy of any of your Govt. Authorized Photo ID proof (this is required as part of the process). Failure to do so will result in the RC getting returned to the RTO.
 - Digital Copy - You can also download the soft copy of the transferred RC on Digilocker App once the transfer is complete
6. Address Change
For all address change requests, during any part of the process, please raise a request through the Spinny app or spinny.com under 'Your Account' section.



digilocker.gov.in



Being able to spoil my picky kids with infinite options is a win for Spinny. A safe car in my budget is a win for me.

Pazhaniappan | Maruti Suzuki Swift Dzire

UNDERSTANDING YOUR WARRANTY



Car ownership is about doing things, going places and pushing towards your goals. Our warranty and support is our way of being there for you in your life's journey.

Our warranty is segregated into three categories:

Powertrain Coverage

Inclusions: Core Engine and Transmission parts

Powertrain components encompass essential Engine (Engine Head Assembly, Block Assembly, Engine Malfunction Indication Lamps, Vacuum Pump) and Transmission (Transmission internal components like Shafts, Gears, Hubs), and more*.

Comprehensive Coverage

Inclusions: Non Core Engine Parts, Engine & Transmission, Electronics, AC system, Steering

A comprehensive plan includes assemblies like the Engine Cooling System (Water Pump and Radiator), Engine Electronics (Alternator, Engine Control Module, and CNG module), Exhaust System (Muffler and Exhaust Gas Recirculation), Fuel Supply System (Fuel Pump, Rails, and EVAP - Evaporative Emission Control System), Turbocharger, Automatic Transmission (Mechatronics and TCU - Transmission Control Unit), AC System (Compressor, Condenser, Heater Core, and Evaporator), and Steering System (Power Steering Motor and Hydraulic Pump), and more*.

Exclusions from Warranty Coverage

Exclusions: Electronics, Wear & Tear Parts, Aesthetic Elements

Warranty excludes component category like Electronics (Motors, Sensors, Modules, Batteries, Switches & Knobs Accessories, and Lights), Wear and Tear Parts (Clutch, Suspension, Rubber Parts, Consumables, and Service Parts), and Aesthetic Elements (Glasses, Paint, Trims & AC Vents, Upholstery, Plastics), and more*.

Car Category	Warranty Type	Time Period (from date of purchase)	Kms
Assured +	Powertrain	36 months	36000 Kms
	Comprehensive	6 months	6000 Kms
Assured	Powertrain	12 months	12000 Kms
	Comprehensive	3 months	3000 Kms
Budget	Powertrain	6 months	6000 Kms
	Comprehensive	2 months	2000 Kms

*Applicable for time period from date of purchase or kms driven, whichever occurs first

*For details of Powertrain Coverage, Comprehensive Coverage, and Exclusion refer list below

For queries and support, please raise a request after logging in through your [Spinny App](#) or [spinny.com](#) under 'Your Account' section.

COMPONENTS INCLUDED IN POWERTRAIN COVERAGE



Engine Assembly

Camshaft
Camshaft Gear
Camshaft Pulsar Plate
Camshaft Seals
Camshaft Sprocket
Cylinder Head
Cylinder Head Assembly
Cylinder Head Gasket
Exhaust Valve Guides
Exhaust Valve Seal
Exhaust Valve Seats
Exhaust Valve Spring
Exhaust Valves
Hydraulic Lash Adjuster (Lifter)
Intake Valve Seal
Intake Valve Spring
Intake Valves
Intake Valves Guides
Intake Valves Seats
Rocker Arm
Rocker Shaft
Spring Retainer
Tappet Cap
Tappet Cover
Tappet Cover Gasket/Sealant
Vacuum Pump
VVT Solenoid Valve
Big End Bearing
Connecting Rod
Crankshaft
Crankshaft Gear
Crankshaft Seal
Cylinder Sleeve
Cylinder Sleeve O-Ring
Gudgeon Pin
Main Oil Seal
Oil Pump
Oil Pump Gasket
Piston

Piston Rings
Thrust Washer
Engine Block Assembly
Engine Oil Sump
Engine Oil Sump Assembly
Engine Timing Assembly
Metal Timing Cover
Metal Timing Cover Gasket/Sealant
Plastic Timing Cover
Plastic Timing Cover Gasket/Sealant
Timing Belt
Timing Belt/Chain Guide
Timing Chain
Timing Crank Sprocket
Timing Slide Rail
Timing Tensioner
Head Plug

Automatic Transmission

Automatic Gear Box Housing
Automatic Gear Box Housing Gasket
Lockup Solenoid
Transmission Oil Cooler
Transmission Oil Cooler Gasket
Transmission Oil Pump
Accumulator Pistons
Accumulator Rings
Accumulator Seals Bands
Bearings
Drive Plate
Gears
Main Shaft
Output Gears
Output Shaft
Output Shaft Bearings
Parking Lock Sprag
Parking Pawl
Pistons
Planetary Gear Carrier
Planetary Gears

Ring Gears
Roll Pins
Roller Clutches
Servo Rings
Shafts
Shift Cover
Shift Forks
Shift Valves

Manual Transmission

Counter Shaft
Gear Shift Fork
Gear Shifter
Gear Shifter Seal
Input Shaft
Input Shaft Seal
Manual Gear Box 5th Gear Housing
Manual Gear Box 5th Gear Housing Gasket
Manual Gear Box Clutch Bell Housing
Manual Gear Box Drain Plug
Manual Gear Box Housing Assembly
Manual Gear Box Housing Gasket
Manual Gear Box Main Housing
Output Shaft
Transmission Bearings

Front/Rear Wheel Drive

Front Differential Housing
Rear Differential Housing
Rear Left Differential Axle
Rear Right Differential Axle
Transercase Housing
Front Left Drive Axle Seal
Front Right Drive Axle
Front Right Drive Axle Seal
Propeller Shaft
Propeller Shaft Universal Joint

COMPONENT INCLUDED IN COMPREHENSIVE COVERAGE



Engine Assembly

Engine Oil Cooler
Engine Oil Cooler Gasket
Camshaft Position Sensor
Crankshaft Position Sensor
Crankshaft RPM Sensor
Engine Knock Sensor
Engine Oil Level Sensor
Engine Oil Pressure Sensor
Engine Oil Pressure Switch

Automatic Transmission

Mechatronics
TCU (Transmission Control Units)
Gear Lever Mechanism
Gear Shifting Cable
Gear Shifting Cable Bush

Manual Transmission

Gear Lever Mechanism
Gear Shifting Cable
Gear Shifting Cable Bush

Front/Rear Wheel Drive

Front Left Drive Axle (FWD)
Front Left Drive Axle (4WD)

Engine Air Supply System

Accelerator Cable
Accelerator Pedal Module
Throttle Body
EVAP Charcoal Canister
EVAP Purge Flow Sensor
EVAP Purge Solenoid
EVAP Vent Solenoid
Intake Manifold
Intake Manifold Gasket/Sealant
Intercooler
IAT Sensor
MAF Sensor
MAP Sensor
Idle Air Control Valve

Throttle Body Actuator
Throttle Position Sensor

Engine Cooling System

Engine Coolant Temperature (ECT) Sensor
Engine Elbow
Thermostat Gasket
Thermostat Valve
Radiator & Cap
Radiator Fan
Radiator Fan Wiring
Water Pump

Exhaust System

EGR Cooler
EGR Sensor
EGR Valve
EGR Valve Gasket
Exhaust Manifold
Exhaust Manifold Gasket/Sealant
Exhaust Gas Temperature Sensor
O2 Sensor-1 Manifold Sensor
O2 Sensor-2 Catalytic Sensor
Muffler
Turbocharger
Vacuum Waste Gate Actuator
Turbocharger Gasket

Fuel Supply System

CNG Control Module
CNG Reducer
Common Rail
Common Rail Pressure Limiter Valve
Common Rail Pressure Sensor
High Pressure Fuel Pump
Fuel Pump
Fuel Level/Gauge

Ignition System

Alternator

ECM
Ignition Lock Barrel
Ignition Switch

AC

AC Compressor
AC Condenser
AC Compressor Bearing
AC Compressor Oil
Cooling Coil/Evaporator
Heater Core
Expansion Valve

Steering

Hydraulic Power Steering Oil Reservoir
Power Steering Pump
EPS Module
Steering Torque Motor

Brakes

ABS Module
ABS Pump
Brake Master Cylinder
Brake Proportioning Valve
Master Cylinder Seal
Vacuum Booster
Vacuum Modulator
Caliper & Pins
Caliper Piston
Caliper Shims

Standard Fitment & Features

Wiper Motor
Odometer Console
RPM Meter
Speedometer
Temperature Gauge
Keyless Ignition-Push Start Button
Seat Belt Buckle
Airbag Control Module

For queries and support, please raise a request after logging in through your [Spinny App](#) or [spinny.com](#) under 'Your Account' section.

COMPONENTS EXCLUDED FROM WARRANTY



Engine Assembly

Camshaft Bushes
Engine PCV/Breather Valve Hose
Engine Top Cover
VVT Drum
Engine Oil & Filter Assembly
Oil Level Dipstick
All Mounts
All Pulley & Belts

Automatic Transmission

Automatic Gear Lever Bush
Gear Lever Knob/Switch
Transmission Oil (ATF)

Manual transmission

Manual Gear Box Breather Hose
Manual Gear Lever Bush
Manual Transmission Oil
Reverse Gear/Light Switch
Vehicle Speed Sensor

Clutch Assembly

All Clutch Related Components
Dual Mass Flywheel

Engine Air Supply System

Air Filter & Assembly
Air Intake Resonator
All Hoses
Accelerator Pedal Assembly

Engine Cooling System

Water Pump Pulley
All Hoses
Coolant
Coolant Reservoir Bottle & Cap

Exhaust System

EGR Valve & Coupler
Exhaust Manifold Heat Shield

Catalytic Converter
Diesel Particulate Filter (DPF) & Sensor
Exhaust Resonator
Exhaust Tip, Tail Pipe & Mount
All Hoses and Pipe

Fuel Supply System

Fuel Filter
Fuel Sediment & Sensor
Fuel Injector & Seal
Fuel Line & Pipes
Fuel Tank & Level Float
CNG Assembly & Wiring
CNG Fuel Tank & Mount
Fuel Lid Assembly & Cap
Spark Plug

Ignition System

Alternator Pulley
All Fuse & Relays
Bonnet/Cabin Fusebox Assembly
Glow Plug
Starter Motor Assembly
Engine Wiring Harness

Battery

Battery

Brake System

ABS Module Wiring
ABS Reluctor Ring
ABS Wheel Speed Sensor
Brake Oil, Reservoir, & Cap
Brake Line/Pipe/Hoses
Brake Pedal Assembly
Brake Pad/Shoe & Sensors
Disc/Drum Assembly
Electronic Parking Brake Assembly
Hand Brake Assembly

Suspension

Air Suspension System
Ride Height Sensor
Jumping Rod & Bushes
Control Arms & Bushes

Panhard Bar & Bushes
Beam Dead Axle & Bushes
Leaf Springs & Bushes
Toe Bar & Bushes
Coil Spring & Mounts
Strut Assembly & Mount
Shock Absorber Assembly & Mount
Link Rod
Torsion Bar Assembly & Mounts
Wheel Hub & Bearing

Steering Assembly

Hydraulic Power Steering Pipe Line
Power Steering Pump Assembly
Steering Oil
Knuckle
Steering Column Assembly
Steering Intermediate Shaft
Tie Rods
Steering Rack Assembly
Clock Spring
Steering Mounted Gear Shifters
Combination Switches
Steering Mounted Control Switches
Steering Wheel

AC

AC Wiring Harness
AC Direction Cable
All Knobs/Switches/Dials
All Sensors
Display Assembly
All Ducts
AC Filter Assembly
AC Pipe/Hose
AC Compressor Clutch
All Vents
AC Blower Motor Assembly
AC Control Module

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COMPONENTS EXCLUDED FROM WARRANTY



Standard Fitments

All Wiring
All Lights & Bulbs
All Switches/Knobs/Dials
Audio & Infotainment System
Speaker and Tweeter
Navigation Chip
All Air Bag & Impact Sensor
Antenna
Horn Pd & Assembly
Cluster Panel Assembly
Heads-Up Display (HUD)
IRVM Assembly
Bonnet Opener Lever, Lock & Cable
Car Key & Lock Set
Central Locking Assembly
Key Manual Lock
Latches & Cables
RC Lever
Child Lock
Parking Camera & Sensors
4x4 Lever Assembly
Gear Lever Boot & Knob
Center Dashboard Compartment
Cigarette Lighter & Ashtray
Cover Fabric
Cup Holder
Dashboard Clock & Tray
Sunglass Holder
All 12V Power Socket
All Trims
Floor Carpet
Door Beedings
Door Sill Plate
Door Window Regulator
Door Window Rolling Handle
Seat Covers & Mats
Roof Handle
Glove Box & Lock
Parcel Tray
All Sunshade

OEM Logo
Steering Wheel Cover
Wireless Charging Pad
Door Glass Run Channel
Power Window Assembly
Convertible Roof Assembly
Sun Visor & Vanity Mirror
Moon Roof Assembly
Sunroof Assembly
Arm Rest Assembly
Seat Adjustment-Memory Function
All Head Rest
Heating Function
Lumbar Support Assembly
Recliner Mechanism
Seat-Massage Function
Ventilation Function
Seat Recliner Motor
Seat Recliner Knobs/Straps/Button
Dickey Floor Cardboard Cover
Hazard Triangle
Jack Rod
Spare Wheel Nut Master Key
Toolkit Assembly Cover
Tow Hook
Wheel Jack
Wheel Spanner
Tyre Pressure Monitoring Sensor

Exterior

All Glasses
SVM Assembly
All Garnishes
All Lights and Bulbs
Windshield Glass
Defogger Assembly
360 Cameras
Fog Light Assembly
Tail Light Assembly
DRL
Turn Signal Indicator Assembly
Headlight Assembly

Headlight Level Adjuster & Sensors
Registration Plate Assembly
Headlight Washer
Active Spoiler Actuator
Cowl Top Cover & Bracket
All Emblems
Dickey Stay Rod Shocker
Door OEM Stickers
Door Reflector
Electric/Manual Foot Step
Mudflaps
Chrome Strip
Roof Side Rail
Side Strips
All Weatherstrip
All Cladding
Bull Guard
Bumper Protector
Rain Visor
Wheel Cover
Windshield Moulding
Under Body Splash Shield
Fender Lining & Button Locks
Running Board Protector Cover
Wheel House Lining
All Wiper Nozzle
Wiper Arm & Blades
Wiper Fluid Bottle & Cap
Wiper Washer Pipe
Rain Sensing Wipers Sensor
Washer Pump
Wiper Washer Fluid

Wheels & Tyre

Tyre
Tyre Air Valve
Alloy Rim
Steel Rim
Wheel Nuts
Wheel Studs
Wheel Lock

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EXTENDED WARRANTY



Up to 3 years of additional coverage for your car

Spinny's extended warranty (valid only for Assured & Budget cars) provides additional peace of mind over the standard 3 month comprehensive & 1 year powertrain warranty. The extended warranty is available as an additional purchase for your car. There are two packages of extended warranty for your choice.

Budget				
Offerings	Comprehensive		Powertrain	
	Time Period	Odometer	Time Period	Odometer
Standard	2 months	2000 kms	6 months	6000 kms
Protect	3 months	3000 kms	12 months	12000 kms

The time period & odometer reading are calculated from the time of delivery

Assured				
Offerings	Comprehensive		Powertrain	
	Time Period	Odometer	Time Period	Odometer
Standard	3 months	3000 kms	12 months	12000 kms
Protect +	6 months	6000 kms	36 months	36000 kms

The time period & odometer reading are calculated from the time of delivery



Protect Plan

Comprehensive warranty applicable for 3 months or up to 3000 kms
Powertrain warranty applicable for 1 year or up to 12000 kms



Protect+ Plan

Comprehensive warranty applicable for 6 months or up to 6000 kms
Powertrain warranty applicable for 3 years or up to 36000 kms

EXTENDED WARRANTY



About Extended Warranty

- The inclusions & exclusions upon purchase of extended warranty remain the same as offered under standard warranty depending upon the package purchased.
- The extended warranty is only applicable for Spinny Assured & Spinny Budget cars. Extended warranty is not applicable for the Spinny Assured+ cars.
- The extended warranty can only be purchased at the time of full payment of your Spinny car. The extended warranty from Spinny cannot be purchased after delivery of the car.
- The extended warranty cannot be extended further at the end of the warranty period.
- The extended warranty is available at the time of final payment for your Spinny car and is offered at an additional cost determined by the car's make, model, age, and kilometres driven.
- The extended warranty purchased from Spinny is non-refundable. In the case of a return under the 5-day money back guarantee, the cost of the car as well as the cost of the extended warranty will be refunded, on the basis that the car meets the criteria for 5-day money back guarantee.
- The extended warranty, if purchased, will not be transferred to the new owner if the car is sold prior to expiration of the extended warranty coverage. The standard warranty on your Spinny car is also non-transferable and will be considered void if the car is sold to another person prior to the expiration of the warranty coverage.
- Availability of extended warranty in cities where Spinny does not operate is subject to the coverage of Spinny designated service providers. In this situation, our team will communicate the coverage for your car upon request.
- The Spinny Extended comprehensive and powertrain warranty covers a defined list of components. The warranty does not cover components and systems that are affected by wear and tear. However, for components not covered by our warranty, our team may take care of warranty repairs and replacements on a case by case basis which will be on a paid basis to help you resolve the issue in your car.
- Any part or component covered under the comprehensive or powertrain warranty is replaced using the best available part or component available for your car. This includes both Original Equipment Manufacturer (OEM) and Original Equipment Supplier (OES) parts. These parts are sourced after thorough quality checks to ensure that only the highest quality parts are used to perform repairs and replacements on your Spinny car under warranty. The part used for replacement or repair will not be covered under any additional warranty and will be covered under the same standard warranty coverage or the extended warranty opted at the time of purchase of your car.
- The Standard warranty and extended Warranty from Spinny will be fulfilled at a Spinny designated workshop only. This is done to ensure only the highest quality of care is provided to your car. Based on the diagnosis of the issue, the exact service provider will be communicated to you to resolve the issue in your car.
- While your Spinny car undergoes repairs at the Spinny Workshop, you are requested to make alternative arrangements for travel - no temporary car will be provided. Our mechanics and technicians will try to repair and return your car to you at the earliest to minimize any inconvenience for you.

TERMS AND CONDITIONS

All Warranties will become void and will not be reinstated under the following conditions

- The car is 'not' serviced in a timely manner by the customer that means:
- General Service - Done within 10 months or up to 10,000 kms from the date of delivery, whichever occurs first

General Service means and consists of changing engine oil, oil filter, checking oil levels in gearbox and differential, coolant level and top up where necessary. You need to get all the services done from the OEM (original equipment manufacturer) or Spinny to ensure the warranty is valid. You also need to keep a copy of all service maintenance records of the car

- For Spinny Assured / Budget cars with extended warranty:
 - General Service - Done within every 10 months or up to 10,000 kms from the date of last General Service.
- For Spinny Assured+ cars:
 - General Service - Done within every 10 months or up to 10,000 kms from the date of last General Service.
- Periodic Maintenance/Service jobs, including cleaning, polishing, minor adjustment, engine tuning, carbon cleaning, AC Servicing, wheel alignment, tire rotation, calibration / reconditioning /overhauling of diesel equipment including injector / nozzles and fuel pump, etc are not included in warranty.
- All consumables, including, engine oils, gear oil, brake oil, power steering oil, coolant, AC gas, grease, battery electrolyte, radiator coolant, etc are not covered in warranty.
- Normal maintenance services such as engine tune up, adjustment of drive belts and linkages on clutch, brake and accelerator pedals, oil filter changes, and inhibitor topping - up and / or changes, adjustment of suspension, steering, wheel alignment, cleaning of fuel system and its adjustments, lubrication and lubricants replenishment and/ or changes, checking and focusing of light, servicing of starter-motor, alternator, upkeep of electrical connections and cables, torquing of fasteners on body or chassis, tightening operations, tyre rotation & wheel balancing, and door adjustments etc are not covered in warranty.
- Damage to engine due to hydrostatic lock or starvation.
- Any consequential loss arising out of an accident caused by external impact. Warranty will cease to operate in case of accident on parts affected by accident.
- Body and Paint work including any losses due to accidental damages.
- Any damage that results from hard driving due to race, rally, misuse, abuse, hire, or caused due to fire, flooding, and other natural calamity.
- Aesthetic parts including sheet metal & plastic parts requiring replacement / repair due to wear & tear, depreciation, moth, vermin, process of cleaning, restoring or renovating of scratches, effect of light, sun or any atmospheric condition, bird droppings.
- Inconsequential aspects such as noises, vibrations, oil seepage and sensations that could not lead to dismal vehicle function or performance.
- Failure to maintain the odometer in working order or disconnecting or tampering it post-delivery of the vehicle.
- Driving even after noticing a fault or defect resulting in consequential damage and loss.
- Rusting / Corrosion to metal parts.
- Damage to engine parts & fuel injection as a result of use of poor quality / adulterated fuel, coolant or lubricating oil to fuel system including fuel pump, injector nozzle, water pump as well as other parts.
- Immobile gaskets, such as flat, rubber, and paper gaskets, which are not involved in mechanical movements (Except e.g. leak on water bearing technical units as bonnet, water hoses, cylinder head gasket, radiator as well as air conditioning)

TERMS AND CONDITIONS

- Air, oil and water leakage, wind noise, screeching and rattling noises and leakages.
- Car manufacturer non-approved accessories which are not authorized by respective manufacturer and are not supplied with Motor Vehicle as OE (Original Equipment) fitment and manufacturer rubber and plastic accessories.
- Mechanical & electrical breakdown caused by overloading, strain, overrunning, freezing, excessive pressure, short circuiting, heating.
- Replacement of air bags for whatsoever cause.
- The car has undergone or is reported by the insurer or Seller authorized workshop of any physical damage or any modifications such as external CNG/LPG fittings, Engine tempering, using additives etc. or declared a loss.
- The car is used as a taxi/fleet test drive car or other prohibited commercial purposes where the said car can be used by multiple drivers.
- Warranty will cease to operate in case a non-warranty part leads to damage or break down of part covered in warranty.
- The car is sold to another person (the above warranty is non-transferable) prior to the expiration of the warranty coverage.
- Any defects caused by misuse, negligence, abnormal use or insufficient care, or the use of spurious parts.
- Failure to maintain the Motor Vehicle as per the Service requirements mentioned in this document.
- The car is used as a taxi/fleet test drive car or other prohibited commercial purposes where the said car can be used by multiple drivers.
- Theft of a vehicle will make the warranty null and void.
- Any replacement or modification to the parts under warranty shall invalidate the warranty in its entirety.
- Any part that is not mentioned in the Parts Included list(refer above list)

Note: All claims-related service requests will be fulfilled at Spinny or Spinny Partner workshops only. For discontinued OEM's (Original Equipment Manufacturer) & discontinued cars, part availability may take longer as compared to newer cars. Please allow us 15 days for part availability under such circumstances.

CLAIMING YOUR WARRANTY



In order to claim your coverage, please raise a request through the Spinny app or spinny.com under 'Your Account' section

Note: Please make sure to raise your query via the above helpline channels within 3 working days from the occurrence of the claim event, failing to do so would render the claim as invalid. Please mail with the registration number of the car in the subject line.

***Breakdown Assistance Services**

As part of our warranty, we at Spinny, provide all our customers with 24/7 breakdown assistance across the country**. You can reach out to +91-8710004949 for immediate support regarding flat tyres, movement of vehicle (towing), fuel delivery and other emergency services.

For queries and support, please raise a request after logging in through your [Spinny App](#) or [Spinny.com](https://spinny.com) under 'Your Account' section.

**There are certain non-serviceable areas (hilly terrain, naxal areas and islands) where our teams do not operate.

Warranty Applicability

1. Warranty has no surrender value and the warranty service fee (or part thereof) is non-refundable beyond a period of 5 days from the date of the delivery of the car.
2. Any OEM warranty (if available on a car) gets transferred to the car along with the warranty mentioned above and must be availed in accordance with the terms and conditions of the concerned OEM warranty.
3. The buyer is required to submit solely a GST-compliant invoice for reimbursement. It is imperative to note that invoices without GST compliance shall not be eligible for reimbursement under any circumstances.
4. The seller shall not provide a substitute or temporary vehicle for use.
5. Any component or issue mentioned in the consumer report shall not be eligible for warranty claims.

UNDERSTANDING YOUR WARRANTY



What we will do to correct the problem

1. Service will be provided on-site or at the location of any Seller designated workshops.
2. We reserve the right to impose charges for services on the Motor Vehicle, which are outside the warranty coverage.
3. Seller shall not be considered in default hereunder or be liable for any failure to perform or delay in performing any provisions of this Agreement in the customary manner to the extent that such failure or delay is caused by any reason beyond its reasonable control, including any Force Majeure event. Seller shall make reasonable efforts to inform Buyer in the event where the Seller Support Services may exceed one (1) month of date of a Warranty Claim request.
4. If the consumables, part or subassembly of the Motor Vehicle require repair, we may, at our option and discretion, repair, replace or exchange it with an equivalent product, unit, consumables, part or sub assembly that is new or refurbished. Seller will retain the replaced part or product that is exchanged during Seller Support Service as Seller's property and the replacement part or product will become Buyer property. Repaired, replaced or exchanged part or product will continue to be under warranty for the remaining warranty period but for a period of not less than thirty (30) days.
5. If servicing is required, Buyer agrees to make the Motor Vehicle reasonably accessible to Seller. If the Motor Vehicle is not reasonably accessible or cannot be safely accessed, the same will be deemed to be outside the cover of this warranty.
6. Acceptance of warranty claim is subject to registration certificate transfer in the name of the Buyer, in case the transfer of registration certificate is in process receipt issued by RTO will have to be submitted.

Spinny Buyback keeps in mind your dreams, goals and can-do attitude. Buyback makes resale of your car or upgrading it, rewarding for you. You get future assured resale value for your car upon purchase, extending to flexible periods.

There are three slabs for buyback value:

- 12 months
Return/upgrade the car within 12 months of purchase.
- 24 months
Return/upgrade the car after 12 months and within 24 months of purchase.
- 36 months
Return/upgrade the car after 24 months and within 36 months of purchase.

Eligibility

You can exercise your option and ask us to buyback the car, provided the below conditions are met:

1. The car is regularly maintained and repaired, as per the servicing schedules.
2. The car does not have any abnormal engine noise or major oil leakages.
3. No major modifications/changes have been undertaken with the car's engine or it's structure.
4. The car has not met with any major or minor accident leading to any structural damage.
5. You have not changed or transferred the car's ownership.
6. The car's odometer has not been tampered.
7. The car does not have any pending traffic challans.
8. The car has not been used for commercial use.
9. All accessories and related documents (such as the car key, RC etc) are in place.

What are the terms of usage of car?

1. The assured Buyback value shown is as per usage assumptions of upto 1000 kilometers per month. Any usage beyond this would lead to a readjustment of the assured Buyback valuation.
2. The car should have a minimum of 6 months of active comprehensive insurance at the time of return under the program. Failure to do so will result in a nominal readjustment of the assured valuation as per the insurance cost.
3. You are required to complete all open outstanding liabilities associated with the car including closure of loan, if any, before the car can be returned under the program.

How can you exercise it?

1. You can raise a return request as per the desired period of return from 12, 24 or 36 months from the date of purchase by raising your request through the [Spinny App](#) or [Spinny.com](#) under 'Your Account' section.
2. Once a request is raised for buyback, your car will be inspected within 24 hours of request for wear & tear and to check if all standard accessories and documents are in place. We will share a detailed inspection report with you.
3. We will confirm the outcome (approval or rejection) within 4 hours from the time of inspection completion.
4. Based on your confirmation, we will pick up the car and transfer the amount (buyback value) within 24 hours to your account.

TIPS TO MAINTAIN YOUR CAR

The prestige of driving and owning a car can be prolonged and enjoyed with proper maintenance that you can do yourself.



Refer to your car's user manual



For automatic transmission, it is advised to shift to neutral when stopped at a traffic stop



Do not ignore warning lights on your dashboard



Keep a check on the coolant and brake fluid levels. Ensure recommended levels are maintained



Do not rev or stress your engine during a cold start up



Only use recommended coolants in your car. Do not mix coolant colours



Regularly check tyres for uneven wear



Only use distilled water to refill the windshield washer reservoir. Avoid using hard water



Check wheel alignment every year or every 10,000 KM



Run the car's AC once during the winter to ensure the cooling components remain in working order



Regularly check your car's tyre pressure and maintain recommended pressures



Park with minimum exposure to moisture and direct sunlight



Use a microfiber cloth to clean the interior and exterior of your car



Park in a rodent-free space and use rodent repellents or anti-marten devices to avoid rat infestation

Spinny Car Hubs

Ahmedabad

Spinny Park, F.P-98, 102, Swarnim Stone, Near Fun Blast, Chharodi, Gota to Vaishnodevi Road, Ahmedabad - 382481

Bengaluru

VR Mall, SF16, Floor L2, Whitefield Main Road, Devasandra Industrial Estate, Mahadevapura, Bengaluru - 560048

Vega Mall, No. 172/1, 5th floor, Dollar Layout, Stage 2, BTM 2nd Stage, Bannerghatta road, Bengaluru, Karnataka - 560076

Mantri Mall, S-33, 2nd floor, Mantri Square, Sampige road, Malleshwaram, Near Kempegowda bus stand, Bangalore - 560003

Spinny Park, Survey No. 194/5, Hunsemaranahalli Village, Jala Hobli, Airport Road, Yelahanka, Bengaluru, Karnataka - 562157

Nexus Shanti Niketan Mall, Whitefield Main Road, Thigalarapalya, Krishnarajapura, Bengaluru, Karnataka - 560067

Max Hub, Mantri Commercio, Marathahalli - Sarjapur Outer Ring Road, Kariyammanna Agrahara, Bellandur, Bengaluru, Karnataka - 560103

Chennai

Nexus Vijaya Mall, 183, Great Southern Trunk Road, Arcot Road, Vadapalani, Chennai, Tamil Nadu - 600026

Spinny Park, OMR, Sholinganallur
2B,449/2C1 B and 449, Rajiv Gandhi Salai, Sholinganallur, OMR, Sholinganallur, Chennai, Tamil Nadu - 600119

Chandigarh

DLF City Centre Mall, Basement-1 Parking, Plot no: 1 & 2, IT Park Road, Kishangarh, Chandigarh -161101

Coimbatore

Fun Republic Mall, Shop No.1, 1st Floor, Avinashi Road, Near PSG Krishnammal College, Peelamedu, Coimbatore, Tamil Nadu - 641004

Delhi NCR

Taj Vivanta, Dwarka, Delhi, Ground Floor, Near Sector-21, Metro Station, Dwarka, New Delhi, Delhi - 110075

GNB Mall, Ghaziabad, G-9 and G-26, Ground Floor, The Great Northern Bazaar, Parevartan School, Raj Nagar Extension, Ghaziabad, Uttar Pradesh - 201017

Gaur City Mall, Noida, Ground Floor, Multi level Parking, Sector-4, Greater Noida, Uttar Pradesh - 201009

Trillium Avenue, Gurugram, Shop No.1, Ground floor, Sector - 29, Gurugram, Haryana - 122022

Rcube Monad Mall, Rajouri, 2nd floor, Rcube Monad Mall, Najafgarh Road, Shivaji Marg, Rajouri Garden Extension, Rajouri Garden, New Delhi - 110027

Indirapuram Habitat Centre, Ghaziabad, Shop no. 401, I Block, 1st Floor, Indirapuram Habitat Centre, Dr Sushila Naiyar Marg, Ahinsa Khand 1, Indirapuram, Ghaziabad, Uttar Pradesh - 201014

Universal Trade Tower, Gurgaon, Sohna Road, Sector 49 - Gurugram

Metro Walk Mall, Delhi, Adventure Island, Parking Lane No-8 To 11, Near Rithala Metro Station, Sec-10, Rohini, New Delhi, Delhi - 110085

Vatika Mindscapes, Faridabad, Spinny G.F., Block B, Sector 27, Near Sarai Metro Station, Faridabad, Haryana -121001

Hyderabad

Sarath City Mall, Shop no. 75, 2nd floor, Gachibowli - Miyapur Road, Kothaguda Junction, Kondapur, Hyderabad - 500084

DSL Virtue Mall, B2, Near Rajiv Gandhi International Cricket Stadium, Industrial Development Area, Uppal, Hyderabad, Telangana - 500039

Forum Sujana Mall, Kukatpally Housing Board Colony, KPHB Phase-9, Kukatpally, Hyderabad, Telangana - 500085

Phoenix Trivium, P1, Hafeezpet Road, Vinayaka Nagar, Hafeezpet, Hyderabad, Telangana - 500049

D-Mart, Road Number 36 (next to D-Mart, Zudio lane), Kavuri Hills, Madhapur, Hyderabad 500033

Indore

Malhar Mall, Shop No. SF-28, 2nd Floor, Scheme No. 54, AB Road, Vijay Nagar, Indore, Madhya Pradesh - 452010

Jaipur

Pink Square Mall, Plot No.1-2, Govind Marg, Saket Colony, Adarsh Nagar, Jaipur, Rajasthan - 302004

Kochi

Spinny Park Kochi, Opp Metro Pillar No 375 Kochi-Salem Highway Koonamthai, Edappally P.O Ernakulam, Kochi Kerala - 682024

Kolkata

City Center 2 Mall, Rajarat, Major Arterial Road (North Extension), Action Area IID, Newtown, Kolkata, West Bengal - 700157

Mani Square Mall, Parking Building, 3rd Floor, Eastern Metropolitan Bypass, Kolkata, West Bengal - 700054

Lucknow

One Awadh Center, 384, Gomti Nagar Road, Vibhuti Khand, Gomti Nagar, Lucknow, Uttar Pradesh - 226010

DLF MyPad, B2/11, Ground Floor, DLF MyPad, Vibhuti Khand, Gomti Nagar, Lucknow, Uttar Pradesh - 226010

Mumbai

Korum Mall, Thane, S6, 2nd Floor, Eastern Express Highway, Samata Nagar, Thane West, Maharashtra - 400606

Seawoods, Navi Mumbai, Shop No 93, Seawoods Subway, Opposite McDonalds, Seawoods Railway Station, Navi Mumbai - 400706

Kohinoor Square Mall, Dadar, Unit 1B, 1st floor, West Wing, Kohinoor Square, Opposite Shiv Sena Bhavan, Dadar West, Mumbai, Maharashtra - 400028

Neelkanth Business Park, Nathani Road, near Railway Station, Vidyavihar Society, Vidyavihar, Mumbai - 400086

Pune

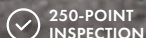
Seasons Mall, F1C, 1st floor, Seasons Mall, Magarpatta, Hadapsar, Pune, Maharashtra - 411013

Spinny Park, Hinjewadi, Post Wakad, Bhujbal Wasti, Near-39 Avenue Society, Hinjewadi Village, Wakad, Pune - 411057



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ASSISTANCE

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Delhi NCR

Trillium Avenue, Gurugram

Shop No.1, Ground floor,
Sector - 29, Gurugram,
Haryana - 122022

Gaur City Mall, Noida

Ground Floor, Multi level Parking,
Sector-4, Greater Noida,
Uttar Pradesh - 201009



Mumbai

Neelkanth Business Park

Nathani Road, near Railway Station,
Vidyavihar Society, Vidyavihar,
Mumbai - 400086



Bengaluru

**Mantri Commercio,
Bellandur**

Marathahalli - Sarjapur
Outer Ring Road,
Kariyammanna Agrahara,
Bellandur, Bengaluru,
Karnataka - 560103



Pune

Spinny Park, Hinjewadi,

Post Wakad, Bhujbal Wasti,
Near 39 Avenue Society,
Hinjewadi Village,
Wakad, Pune - 411057



Corporate office

8th Floor, Capital Business Park,
Sector 48, Gurugram, Haryana-122018

After-sales support

Please raise your request through the [Spinny App](#) or [spinny.com](#)