

3 WORKING DAY TRACTOR ASSIST

Mahindra and Mahindra South Africa (Pty) Ltd (MSA) undertake to assist a customer that purchased new Mahindra tractor after 18 November 2021 (within the Republic of South Africa) in the repair (and if necessary the replacement of parts etc), subject to the following conditions:

Registration

- The customer must within 30 (thirty) days from the purchase of the tractor register the purchase with the details of;
 - the customer;
 - the dealer that sold the tractorand the selection of the closest (distance) Mahindra dealer on the Mzansi App. The Mahindra dealer upon sale of the tractor will assist the customer with registration.

- Registration on the Mzansi App will constitute acceptance by the customer of the terms hereof.

Assistance

- Upon a breakdown of the tractor (being inoperable / tractor down), the breakdown must be reported by the customer on the Mzansi App. In the event of the no network connectivity, the customer must contact the selected Mahindra dealer telephonically.

- The day following the report (Saturday, Sunday, Public holidays excluded) will be regarded as the 1st (first) of the 3 (three) working days.

- The location of the tractor must be within 200km of the selected Mahindra dealer and reachable by an ordinary 4 x 4 vehicle.

- The following circumstances and conditions will render this undertaking void:
 - Abuse of the tractor, accidents, improper operation and the consequences arising from the aforesaid

- The report being made outside of the warranty period
- Non-compliance of the warranty terms and conditions (as per the Warranty Manual)
- Non-compliance with the Service and Operational requirements of the tractor (as per the Service/Operator Manual)
- The breakdown is the consequence of the use of non-original Mahindra parts and prescribed oils or service/repair has been carried out by an unauthorised person/service facility
- The undertaking excludes all minor shortcomings and the obvious.
- The following conditions are also excluded:
 - Battery dead
 - Flat tyre
 - Out of fuel
 - No coolant
 - No oil
- MSA (or its representative) shall in its sole discretion decide on the circumstances of voidness and exclusions.

Loan Tractor

- If it is not possible to return the tractor operable within the turnaround time, a loan tractor will be made available to the customer subject to the following
 - The availability of a loan tractor
 - The customer will be liable for fuel, oil and other consumables whilst on loan
 - The loan tractor must be used responsibly and with due care and upon return be in the same condition in which it was upon delivery
- The loan tractor may be different in model from the customer's tractor
- The loan tractor will be delivered to the customer and picked-up from the customer, at the costs and arrangements of MSA/dealer.