



Triumph Warranty Services is a trading name of Corporate Warranties India Private Limited
Triumph Extended Warranty is a product name of Triumph Warranty Services
Corporate Office: 263, First Floor, DLF South Court Mall, Saket, New Delhi

EXTENDED WARRANTY

9859 07/18

TRIUMPH 



INTRODUCTION

Welcome to your Triumph Extended Warranty. The Triumph Extended Warranty is exclusively for Triumph Motorcycles. The cover provided and the duration of cover apply only to the Motorcycle described in the Registration Confirmation Letter which accompanies this handbook.

The Triumph Extended Warranty is administered by Triumph Warranty Services.

The following pages set out the details of the warranty cover, the terms and conditions and what to do in the event of a claim.

Please ensure you fully understand the terms and conditions relating to the warranty and in particular the Motorcycle servicing requirements and claims procedure.

SERVICING REQUIREMENTS

In order to maintain your Motorcycle in good condition, we strongly recommend that it is regularly serviced by an authorised Triumph dealer. Please ensure you fully understand the current service schedule and requirements for your Motorcycle, if you are unsure please ask your authorised Triumph dealer for details.

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DEFINITIONS

Administrator

Corporate Warranties India Pvt Ltd
trading as:

**Triumph Warranty Services,
263, First Floor,
DLF South Court Mall,
Saket,
New Delhi**

Telephone: 011-49880000

Email: triumph@warranty.co.in

The Dealer

Means Triumph Motorcycles
authorized dealers including service
centers.

Customer

Means any person who purchases any
motorcycle manufactured by Triumph
Motorcycles and who shall benefit from
purchase of an Extended Warranty
issued by the dealer/service center.

Breakdown

Failure of part (other than excluded
under terms and conditions) for a reason
other than wear & tear, normal
deterioration or negligence, causing a
sudden stoppage of it's function.

Manufacturer

Triumph Motorcycles

Repairer

Triumph Motorcycles authorized dealer /
service center

Motorcycle

The Motorcycle referred to on the
Registration Confirmation Letter.

Registration Confirmation Letter

This is the confirmation that the
warranty application has been accepted.
When you receive the Registration
Confirmation Letter, please check that
it contains the correct details.



DEFINITIONS

For your guidance

Triumph Extended Warranty is designed to assist towards the cost of repairs/replacement of parts. The dealer will only accept the responsibility for repairs/replacement as per the terms and conditions mentioned in the extended warranty booklet.

Period of cover

The term of the extended warranty period shall be for 24 months as shown on the Registration Confirmation Letter to commence on the expiry of manufacturers 24 months warranty period which shall be from the date of delivery.

Extended Warranty obligation

If any defect or defects should be found in your motorcycle within the terms stipulated above, your dealer will be obligated to repair or replace at his sole discretion any part shown to be defected with a new part or the equivalent at no cost to the owner for parts and labour, when the dealer acknowledges that such a defect is attributable to the breakdown as defined.

HOW TO MAKE A WARRANTY CLAIM

At Triumph Warranty Services we aim to make the claims procedure as simple as possible.

If you need to make a claim on this warranty, please return to any authorised Triumph dealer. They will confirm whether the claim and your warranty are valid and will administer the claim on your behalf.

IMPORTANT

- No repair work should be started before The Administrator has approved it and issued a claim number.
- The Administrator will not pay any claim until we have received

a completed claim form (when requested) and related invoices. Proof of service history and motorcycle RC copy required

- The Administrator is the sole authority to take decision on warranty claim and the same will be final and binding.

Making a Claim Abroad

If travelling outside of the country where the Warranty was registered, take your Motorcycle to an authorised Triumph dealer and authorise repair work and in accordance with the terms and conditions, if the claim is valid, we will reimburse the cost of the repair following your return to India.

We will, following receipt of the repair invoice, reimburse the cost in INR at the prevailing rate of exchange (if applicable) on the date the repair was completed. All warranty claims invoices and associated correspondence should be sent to:

**Triumph Warranty Services
Claims Department
263, First Floor,
DLF South Court Mall,
Saket,
New Delhi**

WHAT YOUR TRIUMPH EXTENDED WARRANTY COVERS

Provided that the terms and conditions of this Warranty are met, your Triumph Extended Warranty offers protection against the cost or replacement of most factory fitted mechanical or electrical components, that suffer a sudden mechanical or electrical failure.

Mechanical or electrical failure is the unexpected failure of a component which is covered by the warranty and which requires immediate repair or replacement. Wear and tear or normal deterioration is not covered under the definition of mechanical or electrical failure.

WHAT IS EXCLUDED UNDER THIS WARRANTY

Whilst you have a high level of warranty cover, there are certain items which this Warranty specifically does not cover, the following items are **excluded** under this warranty:

- All bodywork, body components, fairings, luggage and racks, frames, foot pegs, side and centre stands, grab rails, handlebars and grips, mirrors, screens, lamp and light assemblies, locks and keys.
- Accident damage or external impact damage to casings
- Brake friction materials, brake levers, brake pipes and hoses.
- Gaskets or seals that are leaking oil.
- Engine mountings, brackets, pipes and hoses.
- Pipes and hoses for the cooling system and clutch system, clutch levers (clutch frictional components are excluded for wear and tear).
- All service items and consumables, unless replaced as part of a valid claim.
- Damage caused by frost, lack of anti-freeze, impact, accident or negligence.
- Adjustments, tool kits, corrosion and water ingress and damage caused by water ingress.
- Wheel alignment and balancing, suspension adjustments and modifications.
- Wheels and tyres, seats, brackets, mountings, swinging arms (bearings are covered), sprockets and hinges.
- Paint, glass or plastic of any description.
- Bulbs, fuses, ignition leads, on board communication / audio / navigation systems and connectors and batteries.
- All exhaust components (catalytic converters are covered).

- Fuel tank, pipes, hoses, clearing of fuel lines or damage caused to covered components by the use of incorrect or contaminated fuel.
- Any loss caused directly or indirectly by the claim or the event that caused the claim.
- Burnt out, carbonised, sticking or pitted valves.
- Drive chain, sprockets, drive belts, gaiters, pipes and hoses.
- Damage resulting from the failure of a timing belt or chain which has not been replaced as per the manufacturer's recommendations.

This Warranty Also Does Not Cover:

- Mechanical or electrical failure caused by faults which a qualified engineer appointed by the Administrator thinks could have reasonably existed before this Warranty began.

- Damage caused by installation or use of non-Triumph components, including those installed by an authorised Triumph dealership, that cause a Triumph component to fail. Examples include, but are not limited to performance enhancing powertrain components or software, exhaust systems, non-approved tyres, lowering kits, handlebars, etc.
- Repairs, replacements or alterations not authorised by the Administrator or any Motorcycle which has been modified from the manufacturer's original specification.
- Any Motorcycle where the speedometer or odometer has been interfered with, altered or disconnected or has failed.
- Any public service Motorcycles such as police Motorcycles, paramedic Motorcycles and military Motorcycles.
- Any Motorcycle used for commercial

purposes such as but not restricted to couriers, learning school, professional delivery, short or long term hire etc., patrol or any public or professional usage.

- Any Motorcycle used for racing of any description or being used in any contest, competition, trials and misuse or damage caused by competitive off-road activity.
- Anything caused directly or indirectly by war, riot, revolution or any similar event, or by vandalism, theft or attempted theft from the Motorcycle.
- Injury, loss or damage that is caused by the following:
- Ionising radiation or radioactive contamination from any nuclear fuel or the nuclear waste arising from burning nuclear fuel.
- The radioactive, toxic, explosive or other dangerous properties of any explosives, nuclear equipment or nuclear part of that equipment.

- Any damage which is due to any type of accident or which is negligent or against the law of the country in which the incident occurred.
- Any parts which have not failed but which are replaced or reported during routine servicing.
- Any loss, damage or failure which a qualified engineer appointed by the Administrator thinks could have been avoided or was totally or partly caused by lack of maintenance.
- Any loss where the fault or damage occurred due to the Motorcycle being ridden following the initial failure.

This Warranty Does Not Cover Death or Bodily Injury:

- Any liability for death, bodily injury or damage to other property or any loss caused directly or indirectly by the claim or event giving rise to a claim is excluded under this Warranty.

MAXIMUM CLAIMS LIMIT

The Administrator will pay both parts and labour cost up to a sum equivalent to the original purchase price of the Motorcycle:

- Any individual claim up to the original purchase price of the Motorcycle.
- The sum of all claims made shall not exceed the original purchase price of the Motorcycle.

WARRANTY TERMS AND CONDITIONS:

To help you understand this Warranty, the conditions are set out below. Please take time to read them.

- The Customer is the only person who is entitled to make a claim under this Warranty.
- Motorcycle: Any claim under this Warranty must relate to the Motorcycle described in the Registration Confirmation Letter
- Warranty Period: The Warranty Period appears on the Registration Confirmation Letter that accompanies this handbook. The Warranty will expire on the date or mileage shown in this letter, whichever occurs first.
- Authorisation: No repairs are to be commenced until authorised by the Administrator.
- Payment for Repairs: When an authorised Triumph dealer

undertakes a repair, they will obtain prior authorisation from the Administrator and will provide an invoice for the cost of the repair. In the event that you authorise repairs when out of India you will be required to pay the repairer and then reclaim the cost from us.

- List Prices: This Warranty does not cover costs that are more than the manufacturers India warranty prices for parts and labour costs that are necessary to repair any failed parts.
- Inspection of Motorcycles and Parts: Triumph Warranty Services reserve the right to inspect the Motorcycle before authorising repairs and may also arrange for parts to be examined by a claims assessor. You may be asked to ensure that a faulty part is retained for our inspection following a repair.

- Repair/Replacement of Parts: Triumph Warranty Services's obligations under this Warranty are limited to repairing or replacing at its option any part(s) which prove to be defective. When replacing any defective parts genuine Triumph parts must be used.
- Dismantling the Motorcycle: The Administrator will only pay for the dismantling of your motorcycle if it is determined that dismantling was necessary as a part of a valid warranty claim. The Administrator will not pay for dismantling if it is later determined that there is not a valid claim under this warranty. You must decide whether or not to authorise your dealer to undertake dismantling.
- Servicing and Service Records: You must follow the manufacturer's service schedules for this warranty to apply. You must have your

WARRANTY TERMS AND CONDITIONS:

motorcycle serviced within 500 kms/1 month (whichever is sooner) of the service schedule indicated by the manufacturer. A Triumph dealer should carry out the servicing, and receipts retained as Triumph Warranty Services are entitled to check the service record in the event of a claim.

- **Motorcycle Ownership:** The Motorcycle will not be covered by this Warranty whilst it is owned by a motor trader or garage or associated companies or by the proprietor(s) of such motor trade or garage.

IMPORTANT INFORMATION

Transfer of Ownership

If you sell your Motorcycle during the period of your Warranty, you may transfer the benefits of the Warranty to the new Motorcycle owner, provided that the Motorcycle was sold privately and not through a garage, motor trader, auction or similar company. The transfer will be subject to the Administrator's approval. To transfer the Warranty, please complete and return the Transfer Form at the back of this section.

Complaints Procedure

**Triumph Warranty Services,
263, First Floor,
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Saket,
New Delhi**

Telephone: 011-49880000

Email: triumph@warranty.co.in

WARRANTY TRANSFER REQUEST

Part 1

The former owner must complete this section

I sold my Motorcycle privately on _____

I would like to transfer this warranty to the new owner _____

New Owner's Details

Title _____

Initials _____

Surname _____

Address _____

Postcode _____

Telephone No. _____

Email _____

Motorcycle Details

Registration Number _____

VIN _____

Warranty type & number (if known) _____

Mileage at date of transfer _____

Signature (former owner) _____

Date _____



