Terms & Conditions

When you book online or via phone with Viraj Auto Services, you should read and agree to the terms and conditions of the booking prior to making an appointment. Once an appointment has been made, you are bound under the terms and conditions herein.
1. Customers should remove all personal belongings, money/valuable things and other significant items from their vehicle prior to send the vehicle for Warranty claim.
2. Viraj Auto Services will not accept any liability for any loss or damage to any personal property, any belongings contained inside of the vehicle or to the location of service. Assure that your vehicle is being warrantable work in a lawful and safe area and if you feel otherwise please communicate your concerns with the Service team.
3. Viraj Auto Services will provide the complete vehicle service for warrantable parts as per the chosen Warranty plan. The customer needs to provide the required documents i.e. RC, Insurance, GST Certificate, last service invoice, etc.
4. We are not bound for any other services or part change beyond the coverages mentioned in warranty packages. Customer has to pay for the additional work other than the mentioned non-warrantable parts and labour charges.
5. Our Service times are an estimate only. Each vehicle is different and may require more or less time to fulfil the Job work as per the spare parts availability and technician.
6. We reserve the right to use of any independent contractor or Vendor to undertake your vehicle work or some part of the work.
7. We reserve the right to alter or move a booking in line with staffing levels and/or weather conditions and /or machinery or equipment failure.
8. Warranty requests are not guaranteed at the time of booking and may be cancelled due to non-approval of certain cases (please see owner manual on warranty booklet) at any time at the sole discretion of Viraj Auto Services and it reserves the right to refuse service.
9. The customer may have a proper check before taking of delivery of Vehicle. The company is not held responsible for any kind of mechanical problem loss & damage in the car after taking the delivery of vehicle.

10. Customer cannot force to service staff to change any part or service in vehicle without failure of the particular warrantable parts.

 11. The Company shall maintain accuracy on the timings of the services, but however, in case of delay, the customer may have to bear with us, Company will not give any charges or EMI Premium to anyone for delay in the delivery for the same.
12. Viraj Auto Services will not tolerate any verbal or physical abuse towards any of its staff under any circumstances and will take the relevant actions should any such behaviours be encountered
13. The company reserve the right to use any product in its Service, and the customer has no choice in this regard, but the company assures that it maintains the standard and the quality of the services.
14. For any complaints, a customer may talk to the Viraj Auto Services complaint cell on Contact no 9503638128. In 24 hrs after service, Viraj Auto Services will provide necessary action.
15. Viraj Auto Services has the right to add/delete/modified the term and conditions in the best interest of its business.

PRICING TERMS & CONDITIONS
1. Our prices are based on market standard. Company reserves the right to any modification in warranty package and it is include coverages.

 2. Viraj Auto Services reserves the right to change each vehicle package price without informing the customer. Our team will convey you price revision message time to time.

JURISDICTION
Any dispute arising between both the parties will be decided in accordance with Arbitration and Conciliation Act 1996 and the place of jurisdiction will be Nagpur, in the state of Maharashtra.