

## TERMS & CONDITIONS – HERO E-BIKE OFFER

This promotional campaign is a joint initiative of ALD Automotive Pvt. Ltd/ LeasePlan India Pvt. Ltd. and Hero Cycles Limited (“Offer”). The following terms govern your participation in the Offer. In this document reference to words “Ayvens India”/ “we”/ “us”, shall refer to ALD Automotive Pvt. Ltd. & LeasePlan India Pvt. Ltd. and Participant shall mean you, who is participating in this promotional campaign launched by Ayvens India with collaboration with Hero Cycles Limited (“Hero”).

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### 1. OFFER VALIDITY

- This promotional offer (“Hero E-Bike Offer”) is valid only for **car lease orders** processed through below platforms and delivered:
  - <https://www.salaryplan.co.in>
  - <https://my.ayvens.co.in>
- The offer is applicable for quotes generated and orders confirmed during the campaign period: **5 January 2026 - 28 February 2026**
- Extension or deviation from the offer period will be at the sole discretion of Ayvens India.

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### 2. ELIGIBILITY

- The offer is exclusively for employees of selected organisations onboarded with Ayvens India (ALD Automotive Pvt Ltd & LeasePlan India Pvt Ltd) under such organisation’s employee car lease program initiative. Even with Ayvens as car lease partner for your organisation, you might not be eligible for the offer. Please contact your company car lease program administrator for details.
- Offer not applicable on 2<sup>nd</sup> lease/ pre-leased car orders.
- A confirmed and processed order means a signed Lease Agreement/ Vehicle Lease contract between the parties and successful delivery of the vehicle.
- The Offer is solely for the benefit of the person to whom the vehicle is delivered. The E-

bike offered under this Offer is neither assignable nor transferable under any circumstance. In case of any dispute regarding the person entitled to take delivery, the decision of your organisation shall be final. In case post participation, if Participant decides not to avail the benefit under the Offer, Ayvens India shall be free to extend the Offer to another participant as it may deem fit.

### 3. EXCLUSIONS

- Offer not valid for cancelled or modified orders or the orders which could not be confirmed or processed within offer timeline.
- Offer cannot be combined with any other promotion.

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### 4. NON-EXCHANGE & NON-ENCASHMENT

- This offer cannot be exchanged with any other offer nor redeemed in cash or cash equivalent.

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### 5. PRODUCT RESPONSIBILITY, WARRANTY AND ASSEMBLY

- Any malfunction, defect, deficiency, shortcoming, non-performance, or complaint regarding the E-Bike shall be governed by the warranties, guarantees, and terms provided by **Hero MotoCorp** or the relevant manufacturer/service provider.
- Ayvens India (, its officers, directors, employees, agents, or subcontractors shall have no liability or responsibility in this regard. Please refer to the terms and conditions applicable to this Offer and manufacturer's official website or documentation for warranty and service details.
- The battery and motor are covered under warranty for **one (1) year** from the date of purchase, while all other bike components are covered for **six (6) months**.
- After the first year, in case of any issues, all components of E-bike will remain available for service on a **paid basis**.
- The E-bike will be shipped in a box, **85% pre-assembled**, and the remaining assembly must be completed by the Participant at the destination.

- To help you with the assembly of your cycle, a comprehensive **printed guide** is included with your delivered product. You can also refer to an easy **assembly guide** via the following video link: <https://www.youtube.com/watch?v=qacF4Kj1uGM>
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## 6. DELIVERY TIMELINES

- All timelines indicated for delivery of the E-Bike are indicative only and shall not be construed as binding.
  - **Delivery of the E-Bike will be initiated after 7 working days from the date of car delivery and completed within 30 days**, subject to availability and logistical considerations.
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## 7. FORCE MAJEURE

- Ayvens shall not be liable for delays or failure in delivery due to circumstances beyond its reasonable control, including but not limited to natural disasters, strikes, or supply chain disruptions.
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## 8. COMMUNICATION

- Customers will be notified via email after order confirmation and successful processing of the same.
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## 9. Terms and conditions of Offer- COMPLIANCE & FRAUD PREVENTION

By participating in this Offer, you agree and acknowledge the following:

- a. You agree to provide your consent to communicate your name to Hero and its service providers for co-ordinating and delivering E-Bike to you under the offer and providing you the repair and maintenance services for such E-bike.
- b. You understand and agree that acceptance of E-bike under this Offer, constitutes grant of permission to Ayvens India to click your photographs and use your name, photograph, voice, comments for advertising and promotional purposes in any media worldwide, only for the purpose of advertising and trade without any additional compensation whatsoever to you. You hereby provide your consent for usage/ sharing of your personal information to Ayvens India for lawful purposes.

- c. You shall deem to have forfeited your rights to claim the reward, on account of any commission and/ or omission leading to failure in claiming the Offer within the defined timelines.
- d. All warranties of any kind whatsoever, whether express or implied, are hereby disclaimed including but not limited to, meeting of the Participant's requirement or aspirations, timeliness, security, the results or reliability of the Offer, delay in delivery, quality, merchantability and fitness for use in respect of E-bike. Ayvens India shall not be held liable or responsible for any claims arising out of the delivery, use or possession of E-bike delivered under the Offer.
- e. Ayvens India does not warranty the quality of E-bike being offered under the Offer nor is liable or responsible for any defect in E-bike so delivered under Offer. E-bike provided under this Offer will carry only manufacturer's warranty and in case of any deficiencies in E-bike, Participant may contact Hero Cycle Ltd. at:

**Mr. Pushpendra Chaudhary**

**Mobile No:** +91 9811981365

**Email ID:** [pchaudhary@herocycles.com](mailto:pchaudhary@herocycles.com)

- f. Ayvens India reserves the right to extend, cancel, discontinue, prematurely withdraw, change, alter or modify this Offer or any part thereof including eligibility criteria, these T&Cs and Offer reward at its sole discretion, at any time without prior notice. No queries/ complaints in this regard will not be entertained. Ayvens reserves the right to cancel the Offer in case of misuse, fraudulent activity, or non-compliance with terms.
- g. You hereby agree to be legally bound by and abide by these terms and condition stated herein. You agree that you have read and understood and agreed to the terms as provided herein and your participation in this Offer confirms the same.

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## 10. JURISDICTION

- All disputes arising out of or in connection with this offer shall be subject to the exclusive jurisdiction of courts in **Mumbai, India.**