



Press Release

Volvo Car India introduces for the first time in India Customer lifetime parts warranty

An Industry First Initiative

Applicable for as long as the car ownership does not change

Applicable on purchase of Volvo Genuine parts at authorized Volvo workshop

New Delhi, 12 October 2021: In a pioneering initiative for the Indian automotive industry Volvo Car India today announced its "customer lifetime parts warranty" scheme. It is for the first time in India that a scheme that covers parts bought after the standard period of warranty and installed at an authorized workshop carry a lifetime warranty. This customer lifetime parts warranty is applicable on genuine parts bought from October 1, 2021 and installed at an authorized Volvo workshop. It commences on the date of purchase of the part and remains till the time the ownership of the car does not change. Under this, both the part and the labor cost are covered.

This unique, industry first, offer illustrates Volvo's commitment to ensure carefree and secure car ownership experience to customers as also the quality of its product and service.

"It is for the first time in India that such an initiative has been offered to the luxury customers. This is a unique offer in the automotive industry that gives the customer a carefree and secure car ownership. In the unlikely event of customers requiring a part changed for their car, the company will give a lifetime warranty on the part. The warranty commences on the date of purchase of the part and will follow the combination of car and car owner. If the car has a new registered owner, the warranty will end." said **Jyoti Malhotra, Managing Director, Volvo Car India.**

Should any genuine Volvo part require repair or replacement as a result of a material or manufacturing defect, the part will be repaired or replaced free of charge by an authorized repairer. The warranty commences on the date of purchase of the part and is applicable until the registered car owner is changed.

This industry first scheme is not applicable of normal wear and tear of parts, consumables, batteries, accessories and Software not associated with a hardware replacement. Parts replaced under new car warranty or extended warranty or goodwill warranty would not be covered under this scheme.

Volvo Cars in India

Swedish luxury car Company Volvo established its presence in India in 2007 and has since then, worked intensively to market the Swedish brand in the country. Volvo Cars currently markets products through 25 dealerships in Ahmedabad, Bengaluru, Chandigarh, Chennai, Coimbatore, Delhi NCR – South Delhi, West Delhi, Gurgaon, Hyderabad, Indore, Raipur, Jaipur, Kochi, Kozhikode, Kolkata, Lucknow, Ludhiana, West Mumbai, South Mumbai, Pune, Raipur, Surat, Vishakhapatnam and Vijayawada.

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