

FAQs

1) **List of services offered currently and services planned for future ?**

- *At present, we are offering service appointments online through our website and mobile app.*
- *Service appointments are with authorized dealers only to ensure quality service and use of genuine parts, all at reasonable rates.*
- *You have the option of Valet pick-up and drop. No need for you to visit the workshop !*
- *You can opt for cashless payment online, or cash on delivery.*
- *Services planned for future are: 24x7 breakdown service, car enrichment services, tyre change, battery change, renewal of insurance, extended warranty, accessories.*

2) **How can I book a service request ?**

- *Making a service appointment is just some clicks away – by entering a few details of your car and yourself, your booking is confirmed promptly. You can choose the service centre nearest to your location through a drop down menu.*

3) **How much time does your representative take to pick up the car?**

- *We require a minimum of 2 hours prior notice for car pickup. In case the request is received after 2 pm, the car will be picked up the following day.*

4) **In what all locations is the service available? What all brands/models of cars can you service?**

- *We have introduced our service in Bangalore. The car brands that we presently serve on our platform are Maruti Suzuki, Tata, Hyundai, Mahindra, Fiat, Chevrolet and Nissan.*

5) **How do you ensure safety of the vehicle?**

- *Our Valets are police-verified and trained on safe driving. You will get the details of the valet on our mobile app viz. Name, photo, mobile number and Driving License number. What's more, you can track the valet and your car via GPS map on the app ! Of course, we keep a close tab on all our Valets in real time for you. We treat your car as our own – no less.*

6) **Do you get the car serviced from the authorized service center or some ordinary garage?**

- *We strictly use only authorized service centres on our platform. That is to ensure that you do not have any issues with regard to warranty, and the quality of service is as per company norms.*

7) **Can I use/claim car insurance to get the parts replaced?**

- *Insurance companies pay for parts and labor in case of accidents only, and not for normal wear and tear of motor parts. Please read your insurance policy terms and conditions*

8) Do you charge a commission from the customer or the service center? How Much?

- *There is absolutely no charge from the customer for the service carried out at the authorized workshop. We get a nominal commission from the service center. The Valet pick-up and drop is free for an introductory period, after which it will be charged at Rs. 250/- per pick-up and drop*

9) By what all modes the payment can be done?

- *The payment can be done online through our website or app via credit card, debit card and net banking. You also have the option of paying cash on delivery*

10) Do I need to pay any advance?

- *There is no advance to be paid in normal services. All charges will be calculated at the end of the car service, which will be sent to you on your mobile app. However in some special cases like accident repair or changing any major parts after all warranty periods, we may collect some advances as per industry standards / dealership practices.*

11) Do you provide the original service receipt received from the service station?

- *Absolutely. Without fail.*

12) For what all operating systems is the app available?

- *The Autotygr app is currently available on Android, and can be downloaded from Google Playstore. We will soon introduce the app on Apple iOS*

13) Any promotions/offers for the month of August?

- *To begin with, we are offering free pick-up and drop for the month of August. We will keep updating on offers from the authorized workshops during the month.*

14) How do I create my account with Autotygr ?

- *You can visit our website (www.autotygr.com) or download our app on Google Play Store and click on “Register my car” (on app) or “Booking” (on website). All you need to enter some details as prompted, and click “Submit”. Your account will automatically be created, and you will be asked to create your own password*

15) Can I register more than one car with the same account ?

- *Yes, of course. You can choose to register any number of cars with one single account.*