

FAQS on Mahindra First Choice Wheels / Generic FAQs

If you have any questions about our processes at Mahindra First Choice Wheels, read on:

What information do I need to get together before I approach Mahindra First Choice Wheels to buy a used car?

We understand that the buying process is filled with decisions that you must make as a buyer. But our trained and qualified professionals at the Mahindra First Wheels store are there to guide you along the way to make this process seamless and hassle-free. Before you choose a car however, here are a few things to consider:

- Your approximate budget
- Vehicle usage (distance)
- Top 3/4 cars in your mind
- Primary vehicle utility (work, college, weekend travel, long distance outing etc.)
- Brand preference
- Style preference

When you sift through these parameters in your mind, it makes it easier for us to help you pick a car that matches your needs and expectations.

What kind of a used car should I pick?

The choice is entirely yours, but we recommend that you upgrade to a vehicle that you and your family will enjoy owning and feel a sense of pride in that ownership. Planning your budget is a great way to narrow down your search for the right used car without putting a limitation on the brand. For instance, you may be able to choose between a Hyundai Santro, a Maruti Wagon R, a Ford Ikon or even a Honda City within a single price range and budget.

How do I find out how old a particular car is?

Typically, the engine life of a new car is 150,000 kms and the average run of a car in Indian conditions is approximately 12,000/- kms per annum. Keeping that in mind, the year of registration and mileage both will help you to get a fair idea about the actual age of a particular car.

What justifies the price of buying a pre-owned car?

Purchasing a pre-owned car is a great way of upgrading the vehicle you currently drive to one of a higher calibre at a pre-defined lower budget. New cars undergo a significantly high rate of depreciation in the first few years, irrespective of usage. This percentage reduces subsequently, which justifies the decision to choose a used car. It also explains why a low-run pre-owned car is significantly cheaper than the "new" version of the same car.

Why is it important to choose a 'Certified' used car?

When you purchase a 'Certified' used car, you are assured a hassle-free ownership experience. At Mahindra First Choice Wheels, we have a comprehensive 118 point quality inspection policy and a

subsequent refurbishment process that ensures every pre-owned car you have access to, gives you the best performance possible.

What additional measures or precautions do I need to take while choosing a pre-owned car?

At Mahindra First Choice Wheels, you can go home with the car you've always dreamed of owning, at a price-tag that won't burn a hole in your pocket. If you have any questions, our qualified and efficient staff is there to help along every step of the way. Here are some things you can personally do, to ensure that you get the most out of your buying experience:

- Visit the showroom preferably during the day
- Insist on a test drive every time
- Check that all features in the car are functioning properly
- Check that all documentation is in place
- Take the time out to evaluate all your options before making a choice

What do I check for during the inspection of the vehicle?

Through our rigorous and comprehensive 118 point quality inspection and subsequent refurbishment process, we ensure that our pre-owned cars offer our customers only the very best performance possible. We'd absolutely welcome it if you would like to personally inspect one of our cars. Here are a couple of things you should be looking for:

- Check for signs of an accident, such as dents or new paint or chrome. Check the body for rust or fill. Look under the car to check for cracks, rusting or welding.
- Check the condition of the muffler, tailpipe and exhaust components. Look for signs of fluids leaking from the car, including oil, brake or transmission fluid.
- Lift the hood and check the condition of the belts and hoses. Check the battery to see if it is cracked. Pull out the dipstick to check the oil level, and to see whether it is dirty. Make sure the hood shuts properly.
- Check all parts and accessories such as lights, horn, mirrors, seatbelts, music system, heater and windows. Make sure they are all in working condition. Have a friend check the outside lights for you. Make sure the doors open and close easily, and that handles and locks work well. Check the dimmer switch, headlights and windshield washer.

Are all your used-cars inspected?

Absolutely! Every single vehicle that you will find at Mahindra First Choice Wheels goes through a rigorous, stringent and comprehensive 118 point certification process. Through this thorough and detailed inspection, our qualified technicians ensure that our vehicles are free from damage of any kind. In addition to that, all our cars come with a warranty and 24x7 roadside assistance. Our commitment to quality ensures that you go home with the top-of-the-line pre-owned vehicle that you've always dreamed of.

What are my payment options?

You can pay by cash / pay order / demand draft / credit card / cheque. You can also avail of loans on used cars from various financial institutions, some of whom we have affiliations with.

How do I get in touch with someone at Mahindra First Choice Wheels?

To get in touch with us, you can send us an email at corp_enquiry@mahindra.com or call us on +91-9987102376. You could also visit your nearest Mahindra First Choice Wheels store. To find a store near you, click www.mahindrafirstchoice.com/store/maharashtra/mumbai

FOR BUYERS

How do I search for used cars on the Mahindrafirstchoicewheels.com website?

Please visit <http://www.mahindrafirstchoice.com/search-certified-car.aspx>.

Does Mahindra First Choice Wheels charge any brokerage fee?

No, we do not charge any brokerage fee for matching buyers and sellers.

What if I don't find a car that meets my requirements?

All you need to do in that case is

www.mahindrafirstchoice.com/store/maharashtra/mumbai/contact-us

and leave your requirements with our executive. We will do our best to try and find you the car that meets your needs.

Will Mahindra First Choice Wheels help me in getting a car loan to fund my purchase?

Absolutely. Mahindra First Choice Wheels has flexible finance options, provided by some of the most respected financial institutions in India, which will allow you to turn your car dreams into a reality. All you have to do is visit a Mahindra First Choice Wheels store near you and our sales executives will help you along the way. You can also apply online by clicking on the 'Easy Finance' section of our website.

Does Mahindra First Choice Wheels help me find insurance for my purchase?

Yes, we do. Mahindra First Choice Wheels has affiliations with some of the leading all-India preferred insurance companies, through which we can help you get your car insured. Visit a Mahindra First Choice Wheels store near you and our sales executives will take care of your insurance requirements.

What brand of cars do you have available at Mahindra First Choice Wheels?

At Mahindra First Choice Wheels, we have car brands to suit just about every aspiration. Some of the brands we deal in are Mahindra, Honda, Hyundai, Maruti Suzuki, Toyota, Ford, Audi, BMW, Fiat, Chevrolet, Skoda and Tata, to name a few.

Why should I choose to buy a pre-owned car as opposed to a new one?

There are many reasons to purchase a pre-owned car:

- You get to upgrade to a higher calibre vehicle at a pre-defined lower budget.
- Second hands cars are especially great for those individuals who have just learned to drive.
- Second hands cars have good resale value as compared to new cars.

What kind of warranty do you offer on your pre-owned cars?

The warranty products at Mahindra First Choice Wheels are as follows:

- WarrantyFirst
- CertiFirst+
- CertiFirst
- AssistFirst

To know more about our warranty products, click www.mahindrafirstchoice.com/warranty

How do I ensure that the pre-owned car I am purchasing from Mahindra First Choice Wheels is in good condition?

At Mahindra First Choice Wheels, our commitment is toward quality. Every vehicle that passes through our doors undergoes a stringent 118 point certification process from our qualified technicians, to ensure that it is in top-notch condition. All our cars also come with a warranty and 24x7 roadside assistance.

What parameters do you check as part of your 118 point Certification Process?

Our vehicles at Mahindra First Choice Wheels undergo a rigorous 118 point certification process that covers the following parameters:

- Engine
- Cooling System
- Air System
- Fuel System
- Engine –Electrical
- Chassis – Electrical
- Clutch
- Gear Box

- Drive Shaft Wheels
- Brakes
- Suspension
- Steering
- Body
- Doors
- Interior
- Exterior
- A/C & Heater
- Tools

FOR SELLERS

Do you accept trade-ins?

Yes, we do accept trade-ins. Once you sell your old car to Mahindra First Choice Wheels, you are under no obligation to purchase a car from us.

How do I get my car evaluated?

There are two ways to evaluate your car:

1. Bring it to a Mahindra First Choice Wheels store near you
2. Request a free evaluation at your doorstep.

Our evaluator will check the documents, inspect the car and might need to take it for a test drive to arrive at an offer. Our final offer or quotation will be valid for 7 days from the time of evaluation.

Do I need to make an appointment to get my car evaluated?

No, you do not need to make an appointment. All you have to do is visit your nearest Mahindra First Choice Wheels store. If you would like us to come to you for a free evaluation at your doorstep, you need to contact us and we will fix up an appointment with you. The evaluation process usually takes 15 to 20 minutes.

How do you determine the value of my car?

Our evaluator at Mahindra First Choice Wheels will begin by inspecting the outer part of your vehicle for signs of previous body repair, frame or flood damage, paint lines, overspray, body putty, dents and scratches. Next, your car's interior, mileage, and age will be checked. Lastly, your car will be taken for a test drive to determine its mechanical condition. We also check that the documentation of your car is in order. Excessive mileage, ownership and wear and tear may lower the overall value of your car and decrease its resale value.

Will you explain how you have evaluated my car?

Of course! Our evaluators and executives have been trained to explain the entire evaluation process in detail to you, as well as the factors that might have impacted the worth of your old car. So if you have any questions at all, please feel free to ask.

What if car is hypothecated with a finance company and I owe more on my car than the amount of your offer?

In the event that your car is hypothecated with a finance company, it cannot be sold until the full loan amount is paid back to the said company. You need to collect a Foreclosure Statement from the finance company to know about the pay-off amount at the time of selling the car. You can either take care of the pay-off amount or have Mahindra First Choice Wheels pay it on your behalf. The balance amount of the car will then be given to you against the delivery of the car, along with relevant original documents. In addition to that, Mahindra First Choice Wheels will retain a small amount for the NOC, which will be returned to you against the NOC issued from the finance company.

If your pay-off amount is more than our offer for your car, you will need to pay the difference to us (by cash or demand draft in favour of the finance company), while we will take care of the pay-off amount that has to be given to the finance company. Please note that you might be asked to visit to the office of the finance company once along with our evaluator to close the loan as this is a requirement by the financier.

What happens to my car once I sell it to Mahindra First Choice Wheels?

Our well-defined processes at Mahindra First Choice Wheels have been designed to offer both buyers and sellers absolute piece of mind. Once we purchase the car from you, it will go through a rigorous and comprehensive 118 point quality inspection and subsequent refurbishment process so that it is in mint condition before we display it in our store. While selling your vehicle, we verify the background of the buyer and ensure that the ownership is transferred properly. We keep the proof of the transferred RC in our records and we can send it to you for your reference, upon request.

Can I trade in my leased car?

In most cases, you can trade in your leased vehicle in almost the same way as you would any other financed vehicle. Please note that some leasing companies will not allow you to sell the vehicle prior to the expiration of the lease.

How soon can I expect to receive the payment for my car once I sell it to you?

If you decide to sell your car to us at Mahindra First Choice Wheels, your payment will be issued to you within 48 hours.

How long is the offer you make for my car valid for?

Our offer is valid for a maximum of 7 days.

What documentation does your evaluator need to check when he comes to inspect my car?

Our evaluator will need to check that the following documentation for your car is in place:

- RC book
- Insurance policy
- Service manual
- Detail of loan or NOC hypothecation from any financial institution
- Identity proof
- Dealer invoice

I want to sell my car to Mahindra First Choice Wheels. What do need to do?

You can kick-start the selling process by either calling us at 1800 102 4800 or SMS SELL to 5757555.