



1. OPERATIVE CLAUSE:

WHEREAS the Insured named in the Schedule hereto and carrying on the business described in the said Schedule has applied to SHRIRAM GENERAL INSURANCE COMPANY LIMITED (hereinafter called 'the company') for the indemnity hereinafter contained and has made a written proposal and declaration which shall be the basis of this contract and is deemed to be incorporated herein and has paid the premium as consideration for or on account of such indemnity.

NOW THIS POLICY WITNESSETH that subject to the terms exceptions and conditions contained herein or endorsed hereon the Company will indemnify the Insured against their legal liability (other than liability under the Public Liability Insurance Act, 1991 or any other statute that may come into force after the issue of this policy) to pay compensation including Claimant's costs, fees and expenses anywhere in India, in accordance with the law of the country but not in respect of any judgment, award, payment or settlement made within countries which operate under the laws of the United States of America or Canada (or to any order made anywhere in the world to enforce such judgment, award or settlement either in whole or in part) unless the Insured has requested that there shall be no such limitation and has accepted the terms of the North American Jurisdiction Extension Clause which forms part of this policy.

2. INDEMNITY:

The Indemnity only applies to claims arising out of accidents during the period of insurance first made in writing against the Insured during the policy period arising out of any defects in the products specified in the Schedule and the Insured is indemnified in accordance with the Operative Clause for and/or arising out of Injury Damage or Pollution but only against claims arising out of or in connection with any products specified in the Schedule.

For the purpose of determining the indemnity granted,

- (a) 'Injury' means death, bodily injury, illness or disease of or to any person,
- (b) 'Damage' means actual and/or physical damage to tangible property;
- (c) 'Pollution' means pollution or contamination of the atmosphere or of any water land or other tangible property;
- (d) 'Product' means any tangible property after it has left the custody or control of the Insured, which has been designed, specified, formulated, manufactured, constructed, installed, sold, supplied, distributed, treated, serviced, altered or repaired by or on behalf of the Insured;
- (e) 'Policy Period' means the period commencing from effective date and hour as shown in the Policy Schedule and terminating at midnight on the expiry date as shown in the Policy Schedule.
- (f) 'Period of Insurance' means the period commencing from the retroactive date and terminating on the expiry date as shown in the Policy Schedule.
- (g) 'Accident' shall mean a fortuitous event or circumstance which is sudden, unexpected and unintentional including resultant continuous, intermittent or repeated exposure arising out of the same fortuitous event or circumstance.



3. (a) NOTIFICATION EXTENSION CLAUSE :

Should the Insured notify the Company during the Policy period in accordance with General Condition 10 (a) of any specific event or circumstance which the Company accepts may give rise to a claim or claims which form the subject of indemnity by this policy, then the acceptance of such notification means that the Company will deal with such claim or claims as if they had first been made against the Insured during the Policy period. The extension under this Clause will be subject to the maximum time limit laid down under the Indian Limitation Act in force from time to time.

(b) EXTENDED CLAIM REPORTING CLAUSE:

In the event of non-renewal or cancellation of this Policy, either by the Company or by the Insured, the Company will allow a time limit not exceeding 90 days from the date of expiry or cancellation of the policy provided no insurance is in force during this extended reporting period for the same interest, for notification of claims for accidents which had taken place during the period of insurance but could not be made during the policy period, provided, however, all claims made during the extended reporting period shall be handled as if they were made on the last day of the expiring Policy period and shall be subject to the Limit of indemnity, terms, conditions and exceptions of the policy.

This extended reporting period does not in any way reinstate or increase the limit of indemnity mentioned in the Schedule of the Policy.

4. INDEMNITY TO OTHERS:

The indemnity granted extends to;

- a) officials of the Insured in their business capacity arising out of the performance of their business or in their private capacity arising out of their temporary engagement of the Insured's employees;
- b) the Officers, Committees and members of the Insured's canteen, social, sports, medical, fire fighting and welfare organisations in their respective capacities as such;
- c) the personal representatives of the estate of any person who would otherwise be indemnified by this Policy but only in respect of liability incurred by such person.

Provided always that all such persons or parties shall observe, fulfil and be subject to the terms, conditions and exclusions of this Policy as though they were the Insured.

5. CROSS LIABILITIES:

Each person or party indemnified is separately indemnified in respect of claims made against any of them by any other person or party (other than the named Insured) subject to Company's total liability not exceeding the limits of indemnity stated in the Schedule of the Policy.

6. DEFENCE COSTS:

The Company will pay all costs, fees and expenses incurred with their prior consent in the investigation, defence or settlement of any claim made against the Insured and the



costs of representation at any inquest, inquiry or other proceedings in respect of matters which have a direct relevance to any claim made or which might be made against the Insured, provided such claim or claims are the subject of indemnity by the Policy. Such costs, fees and expenses are called 'Defence Costs'.

7. INDEMNITY LIMITS:

Company's total liability to pay compensation, Claimant's costs, fees and expenses and defence costs shall not exceed the Indemnity limit stated in the Schedule. Indemnity Limit applies to any one claim or series of claims arising from one originating cause. Indemnity Limit shall represent the total amount of Company's Liability during the Policy period.

a) CLAIMS SERIES CLAUSE

A Claims Series Event as defined below shall be deemed to be one claim and date of loss shall be the date when the first claim of the Claims Series Event is made in writing against the Insured.

A Claims Series Event shall be defined as a series of two or more claims arising from one specific common cause which is attributable, e.g.

- to the same fault in design, manufacture, instructions for use or labelling of products

- or to the supply of the same products and/or services or to products and/or service showing the same defect.

There shall, however, be no coverage for claims arising from one specific cause which are made later than 3 years after the first claim of the series.

b) COMPULSORY EXCESS:

Exports to U.S.A/Canada: All Policies covering exports to U.S.A/ Canada shall bear a Compulsory Excess of 1% of the limit of indemnity per any one accident subject to a minimum of Rs. 4,000/-.

Domestic Turnover &/or Exports to OECD & Non-OECD Countries: All Policies covering Domestic Turnover &/or Exports to OECD & Non-OECD Countries but excluding exports to U.S.A/Canada shall bear a Compulsory Excess of 0.5% of the limit of indemnity per any one accident subject to a minimum of Rs. 2,000/-

This Compulsory Excess shall be applicable to both (a) death/bodily injury (b) property damage, inclusive of defence costs arising out of any one accident. The Company's liability shall attach for the claim in excess of such Compulsory Excess (and Voluntary Excess, if any, opted by the Insured).

c) VOLUNTARY EXCESS:

In the event of the Insured opting, the policy shall be subject to a voluntary excess as mentioned in the schedule. This voluntary excess shall be applicable to both (a) death/bodily injury claims and (b) property damage claims inclusive of defence costs arising out of any one accident. The Company's Liability shall attach for the claims in excess of such compulsory and voluntary excess.

Voluntary Excess	Percentage of limit of indemnity per any one accident	Discount %
	5%	2.50%
	7.50%	5.00%
	10%	7.50%
	15%	10.00%
	20%	12.50%
	25%	15.00%
	35%	20.00%
	50%	25.00%

8. ADD-ON COVERS

(a) Technical Collaborators Inclusion Clause:

This policy may be extended to include the legal liability of Collaborator with respect to the technical Collaboration Agreement between the Insured and the Collaborator by charging additional premium of not less than ___% of the gross premium. This additional premium is to be collected separately for each Collaborator

No claim shall be payable under this policy unless the cause of action arises in India and the liability to pay claim is established against the Insured in an Indian Court, except for the claims in respect of exports of products covered under the Policy. It is further agreed and understood that only Indian Law shall be applicable to actions brought in India.

(b) Vendor's Liability Extension

This Policy may be extended to include any person or organisation designated below (herein referred to as 'vendor') as an insured but only with respect to the distribution or sale in the regular course of the vendor's business of the Insured's products by charging an additional premium of ____% of the premium on Limits of Indemnity plus export turnover premium for Named Vendors & ____% of the premium on Limits of Indemnity plus export turnover premium.

However if Insured is not the manufacturer of the Product & it is manufactured by Sub-Contractors and/or Loan & Licence Manufacturers on their own brand name, the same can be covered under the Products Liability Policy by charging an additional premium of ____% of the premium on Limits of Indemnity plus export turnover premium.

- 1) The insurance with respect to the vendor does not apply to -
 - a) Any expressed warranty or any distribution or sale for a purpose unauthorised by the Insured.
 - b) Bodily injury or property damage arising out of :
 - i. Any act of the vendor which changes the condition of the products.
 - ii. Any failure to maintain the product in merchantable condition.
 - iii. Any failure to make such inspections, adjustments, tests or servicing as the vendor has agreed to make or normally undertakes to make in the usual course of business, in connection with the distribution or sale of the products, or



- iv. Products which after distribution or sale by the named insured have been labelled or relabelled or used as a container, part or ingredient of any other thing or substance by or for the vendor.
 - v. Any fittings and/or manual work additions and alterations of whatsoever nature carried out to the product by the vendor.
- c) Bodily injury or property damage occurring within the vendor's premises.
 - 2) The insurance does not apply to any person or organisation, as insured from whom the named insured has acquired such products or any ingredient, part or container, entering into, accompanying or containing such products.

(c) North American Jurisdiction Extension Clause

Where the Insured has requested an extension to the Operative Clause for indemnity to be granted in respect of any judgement, award or settlement made within countries which operate under the laws of the United States of America or Canada (or to any order made anywhere in the world to enforce such judgement, award or settlement either in whole or in part) such extension is only granted where so stated in the Schedule to the Policy and where a specific amount has been entered against 'Applicable Excess', and where a specific date has been entered against "Retroactive Date" in the Schedule under the heading "North American Jurisdiction". Acceptance by the Insured of this policy is deemed to be acceptance of the above conditions as precedent to the granting of indemnity against such North American Jurisdiction.

In consideration of the granting of such indemnity, the Insured agrees to accept the following terms and exclusions in respect of any such judgement, award or settlement:

- 1) The indemnity does not apply to awards or damages of a punitive or exemplary nature whether in the form of fines, penalties, multiplication of compensatory awards or damages, or in any other form whatsoever.
- 2) The Company shall not be liable for the amount shown as the Applicable Excess in the Schedule, being the first amount of each and every claim. For the purpose of this sub-clause (2) "Claim" shall be deemed to include compensatory awards, claimants' costs, fees and expenses and associated defence costs.
- 3) The indemnity does not apply to claims arising out of injury and/or Damage occurring prior to the Retroactive Date stated in the Schedule under the heading "North American Jurisdiction". Provided always that in the event of any injury or Damage arising from continuous or continual inhalation, ingestion or application of any substance and where the Insured and the Company cannot agree when the injury or Damage occurred, then:
 - a) Injury shall be deemed to have occurred when the claimant first consulted a qualified medical practitioner in respect of such injury;
 - b) Damage shall be deemed to have occurred when it first became evident to the claimant, even if the cause was unknown.

Subject in all other respects to the terms and exclusions of the Policy which shall not be deemed in any way whatsoever to over-ride, modify or alter any of the specific terms and exclusions applicable to this Extension Clause.

9. EXCLUSIONS

This Policy does not cover liability

- a) for costs incurred in the repair, reconditioning, modification or replacement of any part of any product which is or is alleged to be defective;
- b) for costs arising out of the recall of any product or part thereof;
- c) arising out of any product which with the Insured's knowledge is intended for incorporation into the structure, machinery or control of any aircraft;
- d) arising out of deliberate, willful or intentional non-compliance of any statutory provision.
- e) arising out of pure financial loss such as loss of goodwill, loss of market etc.
- f) arising out of fines, penalties, punitive and/or exemplary damages;
- g) directly or indirectly occasioned by happening through or in consequence of war, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection or military or usurped power;
- h) directly or indirectly caused by or contributed to by or arising from;
 - 1) ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel
 - 2) the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof;
- i) for damage to property belonging to the Insured or held in trust or in custody or control of the Insured or a person in the service of the Insured.
- j) arising out of Injury and/or Damage occurring prior to the Retroactive Date in the Schedule.

Provided always that in the event of any Injury or Damage arising from continuous or continual inhalation, ingestion or application of any substance following the covered accident and where the Insured and the Company cannot agree when the Injury or Damage occurred, then:

- 1) Injury shall be deemed to have occurred when the Claimant first consulted a qualified medical practitioner in respect of such Injury;
- 2) Damage shall be deemed to have occurred when it first became evident to the Claimant, even if the cause was unknown.
- k) arising out of deliberate, conscious or intentional disregard of the Insured's technical or administrative management of the need to take all reasonable steps to prevent claims;
- l) Injury to any person under the contract of employment or apprenticeship with the Insured their contractor(s) and/or Sub-contractor(s) when such injury arises out of the execution of such contract;
- m) arising out of contractual liability unless liability have existed in the absence of the specific contract;
- n) arising out any product guarantee;
- o) arising out of claims for failure of the goods or products to fulfil the purpose for which they were intended.
- p) for liabilities arising out of products which have left the custody and control of the insured prior to retroactive date specified in the schedule.

10. GENERAL CONDITIONS

- (a) The insured shall give written notice in the Claim Form to the Company as soon as reasonably practicable of any Claim made against the insured (or any specific event of circumstance that may give to a claim being made against the insured) and which forms the subject of indemnity under this policy and shall give all such additional information as the Company may require. Every claim, writ, summons or process and all documents relating to the event, claim or circumstance shall be forwarded to the Company immediately up to receipt by the Insured, such complete written notice and supporting documentation shall form the basis of the Company's assessment of the applicability of cover this policy to the claim

- (b) No admission, offer, promise or payment in respect of a claim which forms the subject matter of indemnity under this policy shall be made or given by or behalf of the insured without the prior written consent of the company,
- (c) The Company will have the right, but in no case the obligation, to take over and conduct in the name of the insured the defence of any claim and will have full discretion in the conduct of any proceedings and in the settlement of any claim and having taken over the defence of any claim may relinquish the same. All amounts expended by the Company in the defence settlement or payment of any claim will reduce the limits of indemnity specified in the Schedule of the Policy.

In the event that the Company, in its sole discretion, choose to exercise its right pursuant to this condition, no action taken by the Company in the exercise of such right will serve to modify or expand in any manner, the Company's liability or obligations under this policy beyond what the Company's liability or obligations would have been had it not exercised its rights under this condition.

- (d) The Insured shall give all such information and assistance as the Company may reasonably require.
- (e) The Insured shall give notice as soon as reasonably practicable of any fact, event or circumstance which materially changes the information supplied to the Company at the time when this Policy was effected and the Company may amend the terms of this Policy according to the materiality of such change.
- (f) The Company may at any time pay to the Insured in connection with any claim or series of claims under this Policy to which an Indemnity Limit applies the amount of such Limit (after deduction of any sums already paid) or any lesser amount for which such claims can be settled and upon such payment being made the Company shall relinquish the conduct and control of an be under no further liability in connection with such claims.
- (g) The Policy and the Schedule shall be read together as one contract and any word or expression to which a specific meaning has been attached in any part of this Policy or the Schedule shall bear such specific meaning wherever it may appear. The terms, conditions and exclusions of this Policy (and any phrase or word contained therein) shall be interpreted in accordance with Indian Law.
- (h) The Insured shall keep accurate records of annual turnover which term shall include all leviable duties and at the time of renewal of Insurances declare such details as the Company may require. The Company shall at all reasonable time have free access to inspect such records.
- (i) If in the event of a claim under this Policy, there be any other Insurance or Insurances effected by the Insured or any other person covering the same liability, then the Company shall not be liable to pay or contribute more than its rateable proportion of such liability.
- (j) **CANCELLATION:** The Company may at any time, cancel this Policy, by giving 15 days notices in writing by Regd. A/D. to the Insured at his last known address in which case, the Company shall return to the insured the then last paid premium less a pro-rata part thereof for the portion of the current insurance period which shall have expired. The Insured may also give 15 days' notice in writing, to the Company, for the cancellation of this policy, in which case the Company shall retain the premium for the period this Policy has been in force at the Company's short period scales.

Period	Rate
(Not exceeding)	
1 week.....	10% of the Annual rate
1 Month.....	25% -do-
2 Months.....	35% -do-
3 Months.....	50% -do-
4 Months.....	60% -do-
6 Months.....	75% -do-



8 Months.....	85% -do-
Exceeding 8 Months.....	Full Annual Premium

In case of any claim under the Policy no refund of premium shall be allowed.

- (k) In the case of any fraud, misrepresentation or non- disclosure by or on behalf of the insured, the Company shall be entitled to cancel the policy, immediately upon becoming aware of such fraud, misrepresentation or non- disclosure. In such cases, all premium paid shall be forfeited and no refund of premium paid shall be allowed.
- (l) In the event of liability arising under the policy or the payment of claim under the policy, Aggregate Limit of Indemnity per any one year under the Policy shall get reduced by the extent of quantum of liability to be paid or actual payment of such claim. Under no circumstances, it shall be permissible to reinstate the limit of indemnity to the original level, even on payment of extra premiums.
- (m) It is also hereby further expressly agreed and declared that if the Company shall disclaim liability to the Insured for any claim hereunder and such claim shall not within 12 calendar months from the date of such disclaimer have been made the subject matter of a suit in a court of law then the claim shall for all purposes be deemed to have been abandoned and shall not thereafter be recoverable hereunder.
- (n) The company shall not be liable to make any payment under this Policy in respect of any claim if such claim shall be in any manner fraudulent or supported by any fraudulent statement or device whether by the insured or by any person on behalf of the insured and/or if the insurance has been continued in consequences of any material mis-statement or the non- disclosure of any material information by or on behalf of the insured. In case of any fraud or misrepresentation of any claim made by the insured against the Company under this Policy, which the insured knows to be wrongful, the Company reserves the right to take appropriate legal action and also claim damages.
- (o) The Insured's rights under this policy may not be transferred or assigned in any manner without the written consent of the company.
- (p) **POLICY DISPUTES CLAUSE:** Any dispute concerning the interpretation of the terms, exclusions or conditions contained herein is understood and agreed to by both the Insured and the Company to be subject to Indian law. If any difference arises as to the amount to be paid under this Policy (liability being otherwise admitted) or the interpretation of a clauses under the policy (including the Schedule and Endorsements), such difference shall be referred to arbitration within the geographical boundaries of India, in accordance with the Indian Arbitration and Conciliation Act 1996, as amended, and making of an award shall be a condition precedent to any liability for the Company to make any payment under this Policy

Complaints / Grievance Redressal System

Shriram General Insurance Company Limited has put in place a mechanism administered by the Complaints/Grievance Co-ordinator who can be reached at the Corporate Office at the address mentioned herein below:

Contact Person: Hemant Kumar Sharma, Company Secretary
 Contact Address: Shriram General Insurance Co. Ltd.
 E-8, EPIP, RIICO Industrial Area, Sitapura, Jaipur – 302022
 Grievance Cell No.: 1800-180-7474, 1800-300-30000
 E-mail ID: md@shriramgi.com
 Fax No.: 91-141-2770693

Customized grievance Settlement Machinery:

In case, the customer is not satisfied with the decision taken by the office in respect of a service, he/she can appeal against the decision in the following manner:

- (a) If not satisfied with the decision taken by the dealing officer, can appeal to the Branch Manager.

(b) In case not satisfied with the reply given by the Branch Manager, matter may be brought to the notice of Grievance Cell, HO, headed by a senior executive which will be directly under the control of the MD.

You can also reach us by email or register their complaints on the website of the Company. You may please take note that in case you are not satisfied with the complaint redressal procedure or complaint /resolution from the Company, you can approach the Insurance Ombudsman located in your region. The lists of Ombudsmen are as under:

Office of the Ombudsman	Name of the Ombudsmen	Contact Details	Areas of Jurisdiction
AHMEDABAD	Shri Amitabh	Insurance Ombudsman Office of the Insurance Ombudsman 2 nd floor, Ambica House Nr. C.U.Shah College 5, Navyug Colony, Ashram Road, AHMEDABAD - 380 014 Tel.079- 27546150 Fax:079-27546142 E-mail: insombahd@rediffmail.com	Gujarat , UT of Dadra & Nagar Haveli, Daman and Diu
BHOPAL	Shri N.A.Khan	Insurance Ombudsman Office of the Insurance Ombudsman Janak Vihar Complex, 2 nd floor Malviya Nagar, BHOPAL Tel. 0755-2769201/02 Fax:0755-2769203 E-mail: bimalokpalbhopal@airtelbroadband.in	Madhya Pradesh & Chhattisgarh
BHUBANESHWAR	Shri S.K.Dhal	Insurance Ombudsman Office of the Insurance Ombudsman 62, Forest Park BHUBANESHWAR - 751 009 Tel.0674-2596461(Direct) Secretary No.:0674-2596455 Tele Fax - 0674-2596429 E-mail: ioobbsr@dataone.in	Orissa
CHANDIGARH	Shri K.M.Chadha	Insurance Ombudsman Office of the Insurance Ombudsman S.C.O. No.101, 102 & 103 2 nd floor, Batra Building Sector 17-D , CHANDIGARH - 160 017 Tel.: 0172-2706196 Fax: 0172-2708274 E-mail: ombchd@yahoo.co.in	Punjab , Haryana, Himachal Pradesh, Jammu & Kashmir , UT of Chandigarh
CHENNAI	Shri K.Sridhar	Insurance Ombudsman Office of the Insurance Ombudsman Fatima Akhtar Court , 4 th floor, 453 (old 312) Anna Salai, Teynampet, CHENNAI - 600 018 Tel. 044-24333678 Fax: 044-24333664 E-mail: insombud@md4.vsnl.net.in	Tamil Nadu, UT- Pondicherry Town and Karaikal (which are part of UT of Pondicherry)
NEW DELHI	Shri R.Beri	Insurance Ombudsman Office of the Insurance Ombudsman 2/2 A, Universal Insurance Bldg. Asaf Ali Road NEW DELHI - 110 002 Tel. 011-23239611 Fax: 011-23230858 E-mail: jobdelraj@rediffmail.com	Delhi & Rajasthan
GUWAHATI	Shri Sarat Chandra Sarma	Insurance Ombudsman Office of the Insurance Ombudsman Jeevan Nivesh, 5 th floor Nr. Panbazar Overbridge , S.S. Road GUWAHATI - 781 001 Tel. : 0361-2131307 Fax:0361-2732937 E-mail: omb_ghy@sify.com	Assam , Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura

HYDERABAD	Shri P.A.Chowdary	Insurance Ombudsman Office of the Insurance Ombudsman 6-2-46 , 1 st floor, Moin Court Lane Opp. Saleem Function Palace, A.C.Guards, Lakdi-Ka-Pool HYDERABAD - 500 004 Tel. 040-23325325 Fax: 040-23376599 E-mail: hyd2_insombud@sancharnet.in	Andhra Pradesh, Karnataka and UT of Yanam – a part of the UT of Pondicherry
ERNAKULAM	Shri James Muricken	Insurance Ombudsman Office of the Insurance Ombudsman 2 ND Floor, CC 27/2603, Pulinat Building , Opp. Cochin Shipyard, M.G. Road , ERNAKULAM - 682 015 Tel: 0484-2358734 Fax:0484-2359336 E-mail: iokochi@asianetglobal.com	Kerala , UT of (a) Lakshadweep , (b) Mahe – a part of UT of Pondicherry
KOLKATA	Shri K.Rangabhashyam	Insurance Ombudsman Office of the Insurance Ombudsman North British Bldg. 29, N.S. Road , 3 rd floor, KOLKATA - 700 001 Tel.:033-22134869 Fax: 033-22134868 E-mail : iombkol@vsnl.net	West Bengal , Bihar , Jharkhand and UT of Andeman & Nicobar Islands , Sikkim
LUCKNOW	Shri M.S.Pratap	Insurance Ombudsman Office of the Insurance Ombudsman Jeevan Bhawan, Phase 2, 6 th floor, Nawal Kishore Rd. Hazratganj, LUCKNOW - 226 001 Tel.:0522-2201188 Fax: 0522-2231310 E-mail: joblko@sancharnet.in	Uttar Pradesh and Uttaranchal
MUMBAI	Shri R.K.Vashishtha	Insurance Ombudsman Office of the Insurance Ombudsman, Jeevan Seva Annexe, 3 rd floor, S.V.Road, Santacruz(W), MUMBAI - 400 054 PBX: 022-26106928 Fax: 022-26106052 E-mail: ombudsman@vsnl.net	Maharashtra

STATUTORY NOTICE: INSURANCE IS THE SUBJECT MATTER OF THE SOLICITATION