

## **R15V3 MotoGP edition – FAQ's**

Q1. How can I make booking for R15 Moto GP Edition?

A1. You have to go to Yamaha Website [www.yamahaR15v3motogpedition.com](http://www.yamahaR15v3motogpedition.com) and make the booking by filling up the form with necessary information

Q2. What is the Delivery period for R15 Moto GP?

A2. Delivery period is subject to first-cum-first-serve basis and the same is informed at the time of booking itself.

Q3. How to proceed after making online booking?

A3. Once you have made online booking, you will get a confirmation call from Yamaha Customer care confirming the same and you will be provided with a specific date by when you have to go to selected dealership and make advance payment of Rs10,000 as final confirmation. (Always insist on payment receipt from dealership mentioning the Booking reference no.)

Q4. Can I book directly at the Dealership?

A4. No, all the bookings for this model is available exclusively on website.

Q5. How many Bookings can I make?

A5. One customer is entitled to book only one bike.

Q6. How can I Cancel the booking?

A6. For cancellation of active booking, customer needs to call IYM customer care @ Toll free No 1800-420-1600

Q7. Can I book on behalf of any other person?

A7. No, you cannot book on behalf of any other person. Only the user must book the vehicle in his /her name. In case user is not eligible for finance and wants to change billing name to his blood relation ,customer should call IYM customer care @ Toll free No 1800-420-1600 and provide necessary documents as proof of relation and seek changes. Acceptance of change in customer information for booking is at the sole discretion of Yamaha and no claims shall be acceptable in case of rejection.

Q8. My age is less than 18 years, can I book?

A8. Customer booking the vehicle should be aged 18 years and above.

Q9. What should be done In case I have opted for finance option.

A9. Once the booking is confirmed, customer must proceed to selected dealership and request for finance process.

Q10. How will I get updated status of my vehicle.

A10. Yamaha will inform both dealership as well as Customer via SMS/Email about the status of the vehicle.