

Frequently Asked Questions

Hyundai Click To Buy

Q. 1 How are cars priced on ‘Click To Buy’?

ANS: We aim to give you the best price for a new Hyundai car. We offer cars which Hyundai India has priced nationally and often shows customer benefits which can be availed as discount after you login into your Hyundai account.

Q. 2 How can I change my dealer?

ANS: There is a change dealer option in the top bar in Configure and Concierge step where Dealer name is displayed. You can enter PIN code based on which a list of dealers will appear. You can select your choice of dealer from the list.

Q. 3 How do you offer Promotions on Click to Buy?

ANS: To take advantage of our Promotional offers, you will need to create a Click to Buy account. You can choose the most suitable offer from the list of promotions displayed for you.

Q. 4 Who will evaluate my existing car on Click to Buy?

ANS: The Sales Consultant assigned to you will coordinate and align our H-promise evaluator who will visit your location on scheduled date and time or request you to take your car to the H-promise dealership for evaluation. However, the evaluation can only be scheduled once the situations improve and after lockdown gets over.

Q. 5 What is my exact exchange figure?

ANS: H-Promise evaluator will inform the Sales consultant about the exchange price. Same will be reflected in deal code, if the old car has been handed over to the dealership.

Q. 6 How do I request a test drive?

ANS: For each order created in Click to Buy, you can request a test drive through a tab under Quick link or under Concierge and Quotation page. You just need to fill & submit a simple form. We will coordinate with our dealer to schedule a test drive as per your convenience. However, we will only be able to offer the test drive once the situation improves and after the lockdown gets over.

Q. 7 How do you offer Deal Codes on Click to Buy?

ANS: For each customer order there will be a Deal Code generated which includes great offers and benefits. To take advantage of our Deal Code offers, you will need to create a Click to Buy account. After you login to your account, get in touch with the Sales consultant and they will create a Deal Code for you.

Q. 8 Where can I get information on different finance options?

ANS: Once you choose “I want financing” option in the form, you will see our online partnered banks. Once you choose your preferred bank your finance application will be processed online. Additionally, you can also choose other banks to see a list of banks directly partnered with our dealers.

Q. 9 Are my personal details safe?

ANS: Yes. We look after your data and don't pass it on to anyone else without your permission, so it's safe to put your bank details into the Click to Buy system when applying for car finance and paying your deposit.

Q. 10 How can I cancel my order?

ANS: This process is handled offline. You can initiate the cancellation request for your order by clicking on cancel/cancellation requested button present at the bottom of screen. Please contact our Dealer/Sales Consultant for refund related information.

Q. 11 How can I make payments?

ANS: For booking we have multiple payment options via payment gateway. If you are not choosing finance and would like to make complete payment, we also have NEFT/RTGS options for your convenience.