

## APPLIANCE PROTECTION PLAN

### TERMS AND CONDITIONS

#### A. COVERAGE

- 1) **Period:** The period of this plan purchased on payment shall commence from the date of receipt of the prescribed charges or end of warranty period whichever is later and shall be in force only for the specified period and shall automatically terminate at the end of aforesaid period.
- 2) **Parts Covered and Not Covered:** As per below table

Product	Parts Covered	Parts Not Covered
Refrigerator Direct Cool	Compressors, evaporator and condenser if external; relay, Capacitor, overload protector, PCBs, sensor, thermostat, Capillary, drier and gas charging. One Preventive Maintenance Service per year.	Outer body, Colour components, Gasket, Plastic, glass, bulb, power cord and rubber parts
Refrigerator Frost Free	Compressors, evaporator, condenser if external; relay, overload protector, capacitor, PCBs, sensor, thermostat, defrost timer, bi-metal thermostat, fan motor, defrost heater, Capillary, drier and gas charging. In case of gas leak in condenser portion embedded in cabinet, as in some refrigerator models, an external condenser will be added/ fitted whenever possible, to restore the basic working of the refrigerator sealed system. One Preventive Maintenance Service per year.	
Washing Machine Semi-Automatic	Spin and Wash motors, capacitors, controls, (timers), gear assembly & buzzer. One Preventive Maintenance Service per year.	Outer Cabinet, Plastic, Rubber, sheet metal, power cord and Glass parts
Washing Machine Fully Automatic	motors, inlet valves, drain valves, program timer, mechanical assembly, buzzer, on/off switch and water level sensor. One Preventive Maintenance Service per year.	
Microwave Owen	magnetron, control panel, PC board, fan motor, capacitor, diode, micro-switch, heater, thermostat, timer, transformer, turntable motor, internal wiring, keyboard. One Preventive Maintenance Service per year.	Outer Cabinet, Plastic, Rubber, sheet metal, power cord and Glass parts
Chest Freezer	PCB, Thermostat, Drier, Compressor, OLP, Relay, Capacitor, Fan Assembly, Gas charging and Condenser if external. One Preventive Maintenance Service per year.	Evaporator Tank, Cabinet, Plastic, Rubber, sheet metal, power cord and Glass parts
Qube	Engine Assembly, PCB	Cabinet, plastic and metal parts
Air Conditioner	Compressor, overload protector, relay, thermostat, Motors, PCBs, Sensors, Capacitor, Controller, drier, Capillary and Gas Charging. Evaporator and Condenser covered under contract if AC is less than 5 years from original Date of Purchase. Number of services as per the protection plan chosen by the customer.	Outer Cabinet, Plastic, Rubber, power cord, sheet metal parts, dismantling & Pump Down Service, Interconnecting pipes / cable/ sleeve and Remote controller. Evaporator and Condenser not covered for AC ageing more than 5 years

#### A. CONDITIONS

- 1) Only appliances found in WORKING CONDITION on inspection and during first preventive service would be taken into plan. Customer must allow company to carry out such inspection/servicing else the contract will become void.
- 2) Charges towards to and fro transportation of the appliance to workshop or towards transportation of parts, components and equipment required for at-site repairs are payable extra by customer.
- 3) During the period of the plan, if any malfunctioning of the appliance is observed, a service call must be registered promptly with the company.
- 4) The functional parts mentioned above shall be repaired/replaced along with functionality working, equivalent system/ parts and not required that it shall be with the brand new ones, which may be different from the one originally fitted. The removed material will belong to the company.
- 5) Repairs/replacement related to the other parts and their performance can be availed on chargeable basis as per company charges.
- 6) The site/place of carrying out the repairs shall be determined by the company.
- 7) The Contract does not cover rusting, discoloration or any aspect related to appearance.
- 8) Whether for work done free under this contract or undertaken on payment of charges for aspects not covered under this Contract, the COMPANY will be concerned only with restoring functionality, and will have liberty to change any component design, specifications, colour shade, from or shape.
- 9) Any coloured internal or external components like doors, lids, if available, will be replaced on payment of required charges only. There will be no commitment to ensuring that the shades match with the original or other components. These shades, patterns tints may vary with different lots and only those shades as available will be used.
- 10) The COMPANY will have the liberty to change the compressor type etc, during sealed system repairs. The brand or make of compressor or of any other component used will be entirely at the choice and discretion of the COMPANY.
- 11) Services shall be rendered on the working days (except on regional holidays and weekends) and during working hours of the company.
- 12) In case of non-availability of spares and or inability of the company to render services or provide replacements due to reasons beyond its control, the company shall have the discretion to terminate the contract by refunding the pro-rata contract charges paid, in which event, the purchaser shall have no further monetary claim whatsoever for any direct/indirect or consequential loss or damages.
- 13) Similarly in case of the purchaser deciding that services are inordinately delayed and or rendered in an unsatisfactory manner after raising the same with the COMPANY and agreed mutually, he will have the option to cancel the contract by giving notice in writing to the company within THIRTY (30) days of such occurrence and obtain the refund of the pro-rata contract charges, failing which, the purchaser shall have no other monetary claims for compensation or loss either direct or indirect or consequential.
- 14) Pro-rata refund is calculated in months for the duration, from the date on which such intimation is registered to the month in which the contract would expire in its normal course. Less than fifteen (15) days would not be counted.
- 15) The offered service protection plan charges are based on the prevailing rate of Taxes, Govt. levies, (both central and local). In case of any change in these statutory requirements, the same will be charged additionally to the consumer.
- 16) It is obligatory on the part of the customer that in the event there is any change in the location of the appliance and/ or change in ownership, he should immediately intimate in writing to the Company at least seven (7) days in advance so that service obligations may be continued at new location. Company will not assume any responsibility for lapse in services in case the intimation of change of location is not given promptly.

- 17) The fresh installation cum inspection charges for installing and checking the condition of the unit at the new location is payable by the customer.
- 18) For the service protection plan to be in force, the customer will have to strictly comply with all the instructions, given by Company from time to time and stated in the user manual.
- 19) The Service protection plan be ineffective in case of any accident, Damages / defects arising from transport, rough handling mis-use or repairs by unauthorized persons, damage by rodents and insects, improper use, fire, flood, riots or acts of God, pandemic, epidemic, restrictions imposed by Government or any condition arising from similar cause beyond Company's control.
- 20) Company will not be liable for any consequential loss or compensation whatsoever not the refund of the service protection plan charges nor the replacement of the whole appliance.
- 21) In the case of refrigerators, the Company will have the liberty to add an external condenser at its discretion to restore cooling performance.
- 22) **In the case of air- conditioners, the COMPANY will provide services as per the protection plan chosen by the customer.** The routine maintenance including cleaning of filters etc. for proper operation must be ensured by the customer.
- 23) In case of double door and frost free refrigerators, there will be sweating at the middle place and front periphery of the cabinet. This will have to be wiped dry by customer regularly and daily during monsoon or humid weather.
- 24) For Godrej make appliances covered under the protection plan, a discount of 50% will be offered on visit charges for any aspect not covered under the plan.
- 25) In labour type protection plans, the coverage is limited to providing Services as per the service protection plan chosen by the customer and only labour will be provided at no extra cost. If any spare part is to be replaced or modification is to be done for an appliance covered under labour protection plan, the charges for the same will be payable by the customer.
- 26) Any problems arising from voltage fluctuation beyond the range mentioned in the user manual / product specification or use of improper power supply, improper electrical socket, improper connection or installation.
- 27) Replacement of condenser coil — deterioration due to site / climatic condition only.
- 28) The accessories like voltage stabilizer, any type of decorative materials etc. In case of any litigation, courts in Mumbai alone will have jurisdiction

In case Product is not repairable during contract period due to obsolesce/ non-availability of spares, customer can avail below one of below options:

1. Refund of contract: In case contract is within one (1) year from start date, full refund of AMC. Else refund on pro-rata basis.
2. Exchange of Appliance: 30% discount on MRP on buying new product. In such case, pro-rata contract amount for the balance period will be adjusted and old appliance will be picked up by the company.