

## 12-Month Extended Warranty – Terms and Conditions

1. **Product Range Covered:** The free 12-month extended warranty is applicable on the following products listed on [shop.godrejappliances.com](http://shop.godrejappliances.com):
  - a. All models of Godrej refrigerators
  - b. All models of Godrej Fully automatic washing machines
  - c. All models of Godrej microwave ovens
  - d. All models of Godrej Air Conditioners
2. This offer is valid for select products sold to customers across India during the period from 7<sup>th</sup> September, 2021 to 15<sup>th</sup> November 2021 via Godrej Appliances' official e-store – [shop.godrejappliances.com](http://shop.godrejappliances.com)
3. We have taken care to ensure the best performance of Godrej Refrigerators, Fully Automatic Washing Machines, Air Conditioners, Microwave Ovens – products to be covered under the scheme as specifically set out above (“Product”) and are providing an additional (12) months warranty (from the date of expiry of initial product comprehensive warranty) (“Warranty Period”) against manufacturing defects as per terms in this document. The Extended Warranty Period is not applicable on any products except the Products specified above.
4. This scheme is applicable only for sale through official e-store i.e. [shop.godrejappliances.com](http://shop.godrejappliances.com) and is confined to the first purchaser only and is non-transferable.
5. Warranty is applicable from the date of purchase i.e. invoice date, against defective material or workmanship. In case of any such defects, Godrej & Boyce Manufacturing Company Limited – Appliances Division undertakes to get the appliances repaired under the Warranty Period, subject to terms and condition as set out under this document.
6. Repairs and replacement of spare parts will be carried out through Godrej Appliances authorized service provider.
7. Godrej or its authorized service provider (ASP) will collect any parts or components replaced.
8. Parts Covered and Not Covered: As per below table:

<b>Product</b>	<b>Parts Covered</b>	<b>Parts Not Covered</b>
Refrigerator Direct Cool	Compressors, evaporator and condenser if external: relay, Capacitor, overload protector, PCBs, sensor, thermostat, Capillary, drier and gas charging.	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 a gas leak in condenser portion embedded in the 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.	
Washing Machine Fully Automatic	Motors, inlet valves, drain valves, program timer, mechanical assembly, buzzer, on/off switch and water level sensor.	Outer Cabinet, Plastic, Rubber, sheet metal, power cord and Glass parts
Microwave Oven	Magnetron, control panel, PC board, fan motor, capacitor, diode, micro-switch, heater, thermostat, timer, transformer, turntable motor, internal wiring, keyboard.	Outer Cabinet, Plastic, Rubber, sheet metal, power cord and Glass parts
Air Conditioner	Compressor, overload protector, relay, thermostat, Motors, PCBs, Sensors, Capacitor, Controller, drier, Capillary, Evaporator coil, Condenser coil and Gas charging	Outer Cabinet, Plastic, Rubber, power cord, sheet metal parts, dismantling & Pump Down Service, Interconnecting pipes / cable/ sleeve and Remote controller.

9. In case of any conflict, decision made by Godrej will be final, unless otherwise ruled by a court of competent jurisdiction
10. The Warranty Period on the replaced or repaired Product shall be reduced to the balance period, as computed from the date of the first sale of the Product.
11. Product features, specifications and warranty terms are subject to change without notice.
12. The warranty does not apply to:
  - a. Any customizations made by the customer, including changes in size. Warranty does
  - b. not cover accessories to the appliances.
  - c. Damages/defects arising from transport, rough handling, misuse or repair by an unauthorized person, damage by rodents and insects or by accidents, heat, misuse, fire, flood or act of god will not be covered under extended warranty scheme.

- d. Any problem arising from voltage fluctuation beyond the range mentioned in the user manual/product specification and/or use of improper power supply, electrical socket, connection or installation will not be covered under extended warranty scheme.
- e. Failure of condenser and evaporator coil due to deterioration due to site/climatic
- f. The condition will not be covered under the extended warranty scheme.
- g. No service charges for the parts covered in the warranty.
- h. Special discount on the service charges for the part not covered in the warranty.
- i. The extended warranty is limited to repairs and replacement of certain spare parts that are referred to in clause 6 of terms and conditions stated above and thereby does not cover the product replacement in any circumstances.

13. Instructions for the customers:

- a. To avail, the benefits customer has to register themselves on e-store [shop.godrejappliances.com](http://shop.godrejappliances.com) with product and invoice details within 7 days of delivery.
- b. In case the customer fails to register, the warranty will not be considered for any extension and the original warranty for the one year will only be applicable.
- c. The defective Product will be repaired or replaced by Godrej in a reasonable period at Godrej's discretion. Godrej's decision in terms of damage found shall be final and binding and Godrej shall hold the final right to decide the applicability of the warranty terms, including the decision to repair/ replace the Product, will be at Godrej's discretion based on the report submitted by Godrej's service representative.
- d. This warranty will be valid only for sale through the brand's official e-store – [shop.godrejappliances.com](http://shop.godrejappliances.com)
- e. The product should include the original label which shall serve as a means of identification of the product to confirm the warranty.
- f. Please inform them regarding the details of the defect, model details and serial no (if any) of the product.
- g. The transportation cost will be charged to you and any cost incurred towards complaint attendance is also to be borne by you.
- h. All transportation and handling expenses incurred while repairing will be payable by the customer.
- i. For appliances installed beyond municipal limits of the jurisdiction of the authorized service provider [ASP], charges towards technician's visit and other incidentals will be borne by the customer.
- j. The warranty does not cover any refund of money.
- k. In the event of a defect developing in the product, contact our service team through our authorized toll-free number 1800 209 5511 immediately.

14. Warranty voids if:

- a. The Warranty Card is not completed properly at the time of purchase.
- b. The completed Warranty Card is not presented to the authorized personnel at the time of service. The service terms stated in this warranty shall be your sole and exclusive remedy in the event of a product failure during the warranty period. Godrej shall not be liable for incidental or consequential damages arising out of the use of this product or inability to use this product, or for the breach of this or any other express or implied warranty. Godrej does not warrant that

this product is suitable for any person's medical condition. Godrej makes no warranty beyond what is contained in writing. Godrej does not authorize any person to create for it any other obligation or liability in connection with this warranty.

- c. The Product/s is/are modified, maintained or repaired by a party not authorized by Godrej.
- d. The Product/s is/are installed, maintained and operated in ways other than as recommended by Godrej and/or for any commercial use
- e. The Product/s is/are faulty or damaged due to improper electrical supply.
- f. The model number, serial number or warranty stickers have been removed or tampered with.

ANY AND ALL IMPLIED WARRANTIES ON THESE PRODUCTS, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE SHALL NOT EXCEED IN DURATION THE TERM OF THIS LIMITED WARRANTY, WHICH BEGINS WITH THE DATE OF PURCHASE BY YOU. THE SERVICE TERMS STATED IN THIS WARRANTY SHALL BE YOUR SOLE AND EXCLUSIVE REMEDY IN THE EVENT OF PRODUCT FAILURE DURING THE WARRANTY PERIOD. GODREJ SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE USE OF THIS PRODUCT OR INABILITY TO USE THIS PRODUCT, OR FOR THE BREACH OF THIS OR ANY OTHER EXPRESS OR IMPLIED WARRANTY. GODREJ DOES NOT WARRANT THAT THIS PRODUCT IS SUITABLE FOR ANY PERSON'S MEDICAL CONDITION. GODREJ MAKES NO WARRANTY BEYOND WHAT IS CONTAINED IN WRITING. GODREJ DOES NOT AUTHORIZE ANY PERSON TO CREATE FOR IT ANY OTHER OBLIGATION OR LIABILITY IN CONNECTION WITH THIS WARRANTY.

CLAIMS, IF ANY, ARISING FROM OR UNDER THIS DOCUMENT, WILL BE RESTRICTED TO COURTS WITHIN THE MUMBAI JURISDICTION ONLY AND WILL BE SUBJECT TO THE LAWS OF INDIA.

For any complaints/queries please write to Us at [support@godrejappliances.com](mailto:support@godrejappliances.com) or Customer Care NO.: 1800 209 5511