SAMSUNG

Samsung Care+

Terms and Conditions (Specific to purchases from online Channel)

- Samsung Care+ plans are only valid when purchased together with a new electronic product in the same cart.
- Product installation by Samsung authorized service centers is mandatory for activation of Samsung Care+.
- Samsung Care+ plans are non-returnable/non-refundable after activation.
- The plan is not valid for any refurbished products or if purchased standalone.
- What's covered - Electrical and mechanical failures covered under original manufacturer's warranty.
- What's not covered - Wear and tear or any additional elements of an appliance apart from the main unit are not a part of the cover.
- Plan details will be delivered via email and not shipped to you. It will come from Samsung India Electronics Limited after installation of the product.
- Validity – Plan validity will depend on the type of plan purchased and will be applicable after manufacturer warranty has expired.
- The plan is offered to you by Samsung India Electronics Limited.
- For any query please contact
    - Pre activation related query : Servify Customer service - 1800 123 333 888
    - Post activation of Care+: Samsung Customer service - 1800 5 7267864

Terms & Conditions:

- Products purchased from authorized distributor/dealer or authorized online channel of Samsung India Electronics Private Limited (“Samsung”) alone qualify for extended warranty.
- The extended warranty is offered only within the municipal limit of the city/town of Samsung’s authorized service centers. However, for customers residing outside municipal limits of Samsung’s authorized service centers, additional charges may be applicable.
- The extended warranty can be availed by the customers only if the product is covered under standard warranty. The extended warranty can be availed prior to the expiry of the standard warranty.
- All payments need to be paid in advance at the time of purchasing the extended warranty.
- The customer shall register service request at Samsung Call center only mentioning his/her Warranty Certificate number or customer BP number. Any changes in the address of the customer must be notified by the customer in advance.

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- Extended warranty is subject to verification of the documents and/or information provided by the customer and Samsung reserves the right to seek such additional documents and/or information from the customer as it may deem appropriate.
- The completed extended warranty certificate should be presented to the service engineer at the time of repairs being undertaken / requested.
- All accessories and consumables provided with the product eg. head phones, charger, toner, memory card, cosmetic aesthetic parts etc. are not covered under extended warranty.
- The extended warranty does not cover the replacement of any maintenance parts once it has reached its “Average yield”. The maintenance parts should be replaced when the life span of each item has been met.
- Defects caused by adverse local environment conditions including but not limited to presence of chemical substances such as Sulphur (S), Phosphorus (P) etc.
- Any defect caused due to application of liquids and liquid spillage is not covered under extended warranty.
- Compatibility & connectivity issues due to 3rd party or peripheral devices are not covered under extended warranty.
- The product must be used strictly in accordance with the instructions on the instruction manual, as determined by Samsung personnel.
- Extended warranty shall be provided either offsite or onsite, depending upon the product,
- The extended warranty shall be valid for a period as mentioned in the form or authorized invoice or extended warranty certificate.
- In case the customer wants to cancel the extended warranty before completion of the extended warranty period, there shall be no refund of the charges for the unexpired period of the extended warranty.
- The customer shall not directly or indirectly alter or tamper the product, which would change the internal operation of the product. The authorized service center shall not be liable to service or repair in such cases and decision by Samsung authorized service center shall be final and binding.
- Samsung shall be under no obligation to provide service/repair because of improper use, modification or substitution, or in case the serial number of the product is altered or removed or is illegible.
- Extended warranty is being offered by Samsung in its sole discretion and Samsung reserves the right to refuse, suspend or withdraw the extended warranty at any time without prior notice.
- The warranty does not apply to normal wear & tear of the parts or defects caused by household pets, rats, cockroaches or any other animals or insects.
- The warranty does not cover the damage or loss caused by accident, lighting, water, fire or other acts of God, improper ventilation, dropping or excessive shock or any external cause beyond Samsung’s control. In case services are required as a result of the causes stated above, such services shall be at extra charges.
- All defective components shall be replaced with compatible working parts & defective parts shall be Samsung’s property.
- No transportation charges will be charged pertaining to the replacement or repair of parts covered under extended warranty. For parts not covered under the extended warranty, transportation charges will be charged as per rates scheduled for those parts.
- This extended warranty does not cover any kind of software support or installations. Samsung shall not be responsible for damage to, or loss of, any programs, data or removable storage media including any consequential loss or damage.
- Any Non Samsung certified product/software added on to Samsung products will also render the extended warranty null & void.
- Any third party peripherals whether purchased as a part of the product or bundled with it, come with such third party standard warranty and Samsung makes no warranty

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whatsoever on their behalf. Ex: DTH connection, stabilizers, UPS etc. The extended warranty shall not be applicable for such third party products.

- In the event of non-availability of spares or product not repairable, customers will receive a refund of depreciated value of the product, applicable as per Samsung's depreciation policy (Calculated from date and price of purchase of the product).
- The extended warranty is nonrefundable and nontransferable.
- Extended warranty shall not be applicable in case of modifications or alterations of any nature made in the circuitry by the customer or any unauthorized personnel, as determined by Samsung personnel.
- Extended warranty shall not be applicable in case the product is used for commercial purpose.
- Extended warranty shall not be applicable in case the site (premises where the product is kept) conditions do not confirm to the recommended operations of the machine/unit.
- The equipment brought to the service center will remain at the service center at customer's risk and Samsung shall not be responsible for any damages caused due to factors beyond its control.
- Purchase of extended warranty is voluntary. Purchase of extended warranty constitutes acceptance of these terms and conditions by the customer.
- Decision of Samsung in relation to the extended warranty and matter incidental thereto shall be final and binding on the customer. Dispute if any respect of the same should be sent in writing to Samsung India Electronics Private Limited, 20th to 24th Floor, Two Horizon Centre, DLF Golf Course Road, Phase V, Sector 43, Gurugram – 122002, Haryana, India. The existence of dispute, if any, shall not constitute a claim against Samsung. Any and all disputes, controversies and conflicts ("Disputes") arising out of the extended warranty shall be referred to a sole Arbitrator to be appointed by the director of Samsung in accordance with the Arbitration and the Conciliation Act, 1996. The place of arbitration shall be New Delhi and the language used in arbitral proceeding shall be English. Subject to the dispute resolution procedure as set out here in above, the courts at New Delhi shall have the exclusive jurisdiction in respect of all the subject matter with relation to the extended warranty.
- For any queries/issues related to your Samsung product call Samsung helpline Toll Free: 1800 5 7267864.
- This is a system generated letter hence does not require any signatures.