Terms and Conditions

This Extended Warranty Contract ("Contract") has been entered into between Panasonic Life Solutions India Ltd, a company incorporated under the Companies Act, 1956 and having its registered office at 12th Floor Ambience Tower, Ambience Island, NH8, Gurgaon- 122002, Haryana (hereinafter referred to as "Company" or "Our" or "We") and the customer mentioned above in application form duly signed by customer, who have purchased the Panasonic Product(s)(hereinafter referred to as "Customer " or "you"). This Contract will be fully binding on the Customer as per below Terms and Conditions.

1. This Contract covers only the repairs and does not entitle you for replacement of the Product(s).

2. The extended warranty under this Contract shall be applicable only for repair/ replacement of parts/ accessories of the Product(s)covered under *Comprehensive Scheme, *Non-Comprehensive / Semi-Comprehensive Scheme or **Labour Scheme of the Company as per Company policy

3. All payments pertaining to this Contract needs to be made in advance before or at the time of this Contract.

4. The Contract is valid for a period as mentioned in the application/contract form. Customer has to provide original e-Contract copy or the original system generated copy of the Contract at the time of using our services pursuant to this Contract

5. Extension /amendment/ Renewal of Contract shall be at the discretion of the Company subject to Company policies.

6. The Customer shall register the complaint through Panasonic Authorised Helpline Number/ email / whatsapp only. In case of any changes of the address it must be intimated in writing to the Company in advance.

7. There shall not be any refund of the service charge already paid, in case, the Customer request termination of the Contract before the expiry of the Contract period.

8. The Contract is not transferable in the event of resale /gift to any other person and no refund shall be granted.

9. This Contract does not cover any form of damage to the Product by animals (eg. Rat, lizard, insect, ants, etc.), input voltage beyond specifications, fire, lightening, water ingress, dust, riots, acts of God (like flood, earthquake, cyclone, storm, etc.).

10. Any software media which does not confirm to the specifications mentioned in the operating manual, playability of such media is not warranted by the Company.

11. The Company will not accept any responsibility for damage arising out of unauthorized modification or alteration, repair or use of this product or any accessories Other than those specified by the Company.

12. The Company will not cover any responsibility for damage or loss arising out of mishandling or incurred during transit.

13. Main linercrack, Door, Bulbs, rubber and plastic parts , remote, stabilizers, consumables, and any damage to the aesthetical components shall not be covered under this Contract.

14. The Contract is not valid if serial number or equipment is mutilated, defaced or altered.

15. This Contract does not cover the cost of transportation of the Product(s) from the place of installation to the service centre. It will be borne by Customer as per applicable rates

16.For Product units installed outside the municipal limits of the Company or Authorized service center, all expenses incurred in the visit of service engineer, to & fro transportation of unit/ parts, lodging, boarding, conveyance and other incidental charges will be borne by and payable in advance by the Customer.

17.All third party peripherals, whether purchased as part of a system, bundled with it, come with prevailing agent's warranty, and Company makes no warranty whatsoever on their behalf.

18. Extended Warranty service provided by the Company under this Contract shall not extend to the:-

a. Correction of operating problems related to environmental conditions beyond the control of Company

b. Supply of installation or electrical work external to the products.

c. Modification of the products.

d. The wear and tear of the Product i.e. corrosion of the product owing to improper care or storage, usage of Product in an abnormally corrosive alkaline/ acidic atmosphere.

e. Repairing of products that have been tampered with by anyone other than authorized technicians of Panasonic.

f. Installation, Un-Installation and Re-Installation of the product(s).

19. The Company shall not be liable or be deemed to be in default for any delay or failure in performance resulting directly or indirectly from causes beyond its reasonable control including delay in repairing due to non-availability of any component and/or accessory, labour problem, restrictions and regulations of the government public movement, war and any unavoidable circumstances, specially vis-a-vis the import of supplies and raw material or if the company is otherwise prevented from performing its functions under this warranty.

20. Any defect in the electrical installation or wiring at site has to be rectified by the Customer as per the recommendation of company authorised service centers.

21. In the event of any difference or dispute arising with reference to the terms and conditions of the Contract or its interpretation, the courts at New Delhi shall have exclusive jurisdiction to adjudicate the matter.

22. Company will not be responsible for damages or what so ever to other properties / premises, structural paint work and etc. in the event that customer insisted that service man should carry out the cleaning of the product.

23. Pricing, Terms and conditions are subject to change without any notice by the Company at its sole discretion.

24. This Contract takes care of any manufacturing defect or breakdown of the Product during the validity of the Contract period only. Company at its sole discretion will repair or replace such parts and defective parts could become the property of the Company. Repair under Contract may also be carried out by any Authorised Service Centre of the Company. Company reserves the right to use the

reconditioned parts with same performance parameters to those of new parts in connection with any service performed during the Contract period.

25.In the event of any unforeseen circumstance, and spares not being available, Company's prevailing depreciation rules will be binding on the Customer to accept as commercial solution in lieu of repairs.

26. Services and Parts Coverage under Extended Warranty Contract

a. Comprehensive Scheme: All Functional Parts excluding any components mentioned in Point no. 13

b. Semi-Comprehensive Scheme:

Air-conditioners –All Functional Parts excluding PCB & Compressor and any components mentioned in Point no. 13 .

LEDs - All Functional Parts except Panel and any components mentioned in Point no. 13

c. Non-Comprehensive Scheme

Air-Conditioners – Gas leakage repair, All Functional Parts excluding PCB (Indoor & Outdoor), Motor (IDU Blower Motor, Air Swing Motor, ODU Fan Motor), Evaporator / Condenser Coil & Compressor and any components mentioned in Point no.13.

d. Labour Scheme: Only breakdown Calls (No replacement/ repair of parts)

e. Preventive Maintenance Services

Applicable for Air-Conditioners only for Comprehensive, Non-Comprehensive, Semi-Comprehensive and Labour Scheme (2 Preventive Maintenance services per year)

This is system generated Extended Warranty Contract ("Contract") and does not require any Signature or Stamp of the Company.