Extended Warranty Plan

This Extended Warranty Plan ("**Plan**") is designed to provide coverage if the Covered Product *(as defined below)* becomes non-functional or malfunctions due to a mechanical failure and/or electrical breakdown or manufacturing defects after the expiry of the manufacturer's warranty. This document outlines the terms governing the Plan purchased by the eligible customer ("**you**").

PLAN TERMS AND CONDITIONS

Part A: Plan Eligibility

1. This Plan can only be purchased along with the Covered Product on e-commerce platforms.
2. The terms of this Plan, the original sales receipt for your Plan, the original sales receipt of your Covered Product, the proof of your identity provided at the time of raising a claim and the Plan confirmation are each part of your Plan.
3. The customer is eligible to claim up to the product invoice value.
4. Extended Warranty will begin after completion of the first year and continue until the end of the second year/third year, as applicable or end of Manufacturer's Warranty period and one year/two year from thereon whichever is later.
5. This Plan is not offered to persons who have not reached the age of 18.

Part B: Definitions

1. **Plan:** This Plan is a service contract provided by Service Lee Technologies Private Limited ("**Servify**") to cover mechanical, electrical, and functional defects as covered in the product's manufacturing warranty of Small Home Appliances ("**Covered Product**") purchased by the Customer in India through e-commerce sales channels only. This Plan is not an insurance policy.
2. **Plan Confirmation** means the electronic confirmation issued to you by email or (where applicable, made available via a web portal or mobile application) by Servify evidencing your enrolment in the Plan and containing details of the Covered Product, including the brand name, model, serial number (if applicable), Plan Term, and the Order ID. Your Plan Confirmation will be provided to you at the time of purchase or sent to you automatically thereafter electronically.
3. **Covered Product** means the specific Small Home Appliances purchased by you and registered under this Plan as per the purchase invoice.
4. **Purchase Invoice** means the original tax invoice, bill of sale, or other official proof of purchase issued by the e-commerce channel at the time of purchase of the Covered Product, evidencing the date of purchase, purchase price of the Plan, and identifying details of the Covered Product, including the brand, model, serial number (if applicable) & Order ID number.
5. **Plan Term** means the duration of coverage under this Plan, commencing for a period of one year/two year, as applicable immediately after the manufacturer's warranty expires as specified in your product invoice and/or product terms and conditions, as the case may be unless terminated earlier in accordance with the terms of this Plan.
6. **Coverage Value** means the maximum protection value available under this Plan, which shall remain fixed and be equal to the final invoice value of the Covered Product as stated in the Purchase Invoice issued by the e-commerce channel.

Part C: What is Covered?

Extended Warranty Coverage

Any mechanical or electrical breakdown/defects to the Covered Product to the extent provided by the Manufacturer's Warranty including the cost of parts and labour for the products manufactured

Part D: Claim Resolution Framework

In the event of a valid claim (not covered in the exclusions as specified in Part F of these terms and conditions) resolution will follow the order below. Servify, following a mandatory physical assessment of the Defective Covered Product, and retains the sole right to determine the most appropriate resolution.

1. Repair: Servify will first attempt to repair the Covered Product to restore its functionality. Repairs will be carried out using genuine and/or service-certified parts.

2. Replacement: If Servify determines that repair is not possible or viable as mentioned in clause 1 above, a replacement will be provided. The replacement will be an exact match of the original Covered Product. If an exact match is unavailable, then Servify may, at its discretion, offer a likely match of similar specifications.

3. Reimbursement: If neither repair nor replacement can be facilitated, then Servify will at its sole discretion issue reimbursement (by means of a voucher and/or an electronic transfer as the case maybe) equal to the Coverage Value. To facilitate a reimbursement, providing the account information of the original purchaser is mandatory, as payments are restricted solely to the customer identified above.

4. Claim Limits: Only one (1) successful repair, replacement or reimbursement is allowed during the Plan Term.

Part E: Service Fulfilment Process

To avail benefits under this Plan, you must follow the process outlined below:

1. To avail the service under this Plan, the customer is required to raise a claim ticket through the Servify's website at: care.servify.com and/or alternatively the customer can also reach out the Servify's toll free number as mentioned in Part J of these terms and conditions.
2. Upon successful claim registration, Servify shall arrange for a visit by its authorized Service Partner to inspect and/or repair the Covered Product at the customer's provided address, wherever applicable. The customer shall ensure that the Covered Product is available for inspection and repair as per the instructions communicated at the time of claim approval. If the Covered Product cannot be repaired at the customer's location or requires off-site repair, Servify shall arrange for the pickup of the Covered Product from the customer's provided address.
3. Post receipt and validation of the product, Servify will process the claim through either:
   - Repair of the product, or
   - Replacement of the product (same or equivalent), or
   - Reimbursement, in case a repair or replacement is not available.

   The mode of resolution will be determined based on product availability and internal assessment at the sole discretion of Servify.

4. The customer will be notified about claim status updates, including approval, rejection, and final resolution (repair, replacement shipment or reimbursement), via the Web Portal and/or other registered communication channels.
5. The Customer is required to ensure that the Registered Product is securely packed and ready for handover at the time of pickup by the logistics partner.

Part F: Standard Exclusions

Servify will not be liable to provide any service, repair, replacement, or settlement for any claim arising directly or indirectly from the following:

1. **Physical/Accidental Damage**

   Any loss or damage resulting from accidental or external physical impact is not covered under this Plan. This includes, but is not limited to, breakage or cracking of the Covered Product, scratches, dents, or any form of structural damage caused by impact, drops, or mishandling. Damage arising from wear, tear, or accidental events is also excluded.

2. **Loss and Misplaced Items**

   Misplaced Covered Product, unexplained disappearance, mysterious loss, or theft of the Covered Product.

3. **Wear & Tear**

   Minor scratches, marks, abrasions, or aesthetic deterioration that do not impact the functionality. This includes ordinary wear and tear, coating wear over time, wear and ageing, minor scratches or abrasions, and any other deterioration that does not impact the core functionality of the Covered Product, metal finish wear, discoloration, corrosion, oxidation, rust of metallic components, and the natural ageing or gradual deterioration of materials, including the loss, loosening, or detachment from the Covered Product.

4. **Neglect, Improper Care, or Deferred Maintenance**

   Damage arising from improper storage, failure to perform timely care as recommended by the manufacturer, exposure to corrosive environments, prolonged contact with chemicals or solvents, or dirt accumulation caused by neglect.

5. **Unauthorized Intervention**

   Any damage resulting from attempted repair, disassembly, modification, alteration, or tampering performed by any non-authorized person or entity or a service provider not authorized by Servify during the Plan Term. Such intervention voids the Plan with immediate effect.

6. **Intentional Acts and Misuse**

   Any loss or damage arising from intentional or deliberate actions, misuse, abusive handling, reckless behaviour, fraudulent claim submissions, or misrepresentation of incident details.

7. **Catastrophic Damage**

   Any physical damage where the Covered Product is damaged beyond identification, including situations where the model or identifying details cannot be verified due to missing, destroyed, or

altered components.

8. **Financial, Emotional, or Subjective Loss**

   This Plan does not cover sentimental or emotional value, perceived loss in value, collectible appreciation or depreciation, Coverage Value change due to market value increase or decrease, or any consequential or financial losses (including lost profits or opportunity loss).

9. **Fire, Natural Calamities, War and Political Risks**

   Damage, loss arising from fire, flood, earthquake, or natural disasters, insurrection of nuclear events, radiation exposure, riots, civil unrest, acts of war, acts of terrorism, invasion, lightning, extreme temperature exposure, or high-pressure environments, chemical contamination or hazardous substances, damage caused by insects or rodents, government or regulatory seizure, confiscation or detention.

Part G: Cancellation of the Plan

1. **Plan once sold cannot be cancelled by the customer.**

2. **Cancellation by Servify**

   Servify may cancel this Plan in the event of fraud, misrepresentation, misuse, or any violation of the terms of this Plan. Servify will provide reasonable notice of cancellation unless immediate cancellation is required due to fraud or illegality. Refund of plan price will be provided to the customer in case of cancellation by Servify.

3. **Effect of Cancellation**

   Upon cancellation, all future rights and benefits under the Plan shall immediately cease, and no further claims will be accepted.

Part H: Limitation of Liability

Servify shall not be responsible for any failures or delays in performing under the Plan any of its obligations under the Plan to the extent such failure or delay results from events, circumstances or causes beyond Servify's reasonable control. Any performance affected by such events shall be excused for the duration and to the extent of such events and shall not give rise to any additional or separate liability of Servify beyond that expressly assumed under the Plan.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, SERVIFY AND ITS AFFILIATES AND THEIR RESPECTIVE EMPLOYEES, OFFICERS, AGENTS, AUTHORIZED PARTNERS, AND SERVICE PROVIDERS WILL UNDER NO CIRCUMSTANCES BE LIABLE TO YOU, OR TO ANY SUBSEQUENT LEGAL AND/OR BENEFICIAL OWNER OF THE COVERED PRODUCT, FOR: (I) ANY INDIRECT, INCIDENTAL, PUNITIVE, SPECIAL EXEMPLARY, OR CONSEQUENTIAL DAMAGES; (II) ANY LOSS OF BUSINESS, INCOME, PROFITS, REVENUE, ANTICIPATED SAVINGS, OPPORTUNITY LOSS, LOSS OF USE, LOSS OF MARKET VALUE, LOSS OF COLLECTIBLE VALUE, OR ANY REPUTATIONAL OR EMOTIONAL LOSS ARISING FROM OR RELATING TO THIS PLAN OR THE SERVICES PROVIDED UNDER IT; (III) ANY DELAY, FAILURE, OR INABILITY TO PROVIDE SERVICES ARISING FROM CIRCUMSTANCES BEYOND ITS REASONABLE CONTROL, INCLUDING LACK OF PARTS, LOGISTICS DELAYS, OR RESTRICTIONS IMPOSED BY MANUFACTURERS.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE TOTAL AGGREGATE LIABILITY OF SERVIFY AND ITS AFFILIATES AND THEIR RESPECTIVE EMPLOYEES, AGENTS, AUTHORIZED PARTNERS, AND SERVICE PROVIDERS, WHETHER IN CONTRACT, TORT, STRICT LIABILITY, OR OTHERWISE, ARISING OUT OF OR IN CONNECTION WITH THIS PLAN, OR OTHERWISE, SHALL NOT EXCEED THE OUTSTANDING COVERAGE VALUE.

THE BENEFITS PROVIDED UNDER THIS PLAN ARE IN ADDITION TO ANY RIGHTS AND REMEDIES AVAILABLE TO YOU UNDER APPLICABLE CONSUMER LAWS. TO THE EXTENT THAT LIABILITY UNDER SUCH LAWS MAY BE LIMITED, SERVIFY'S LIABILITY SHALL, AT ITS SOLE OPTION, BE LIMITED TO THE REPLACEMENT OF THE COVERED PRODUCT, OR REIMBURSEMENT OF THE COVERAGE VALUE.

Part I: General Terms

1. Servify may subcontract or assign performance of its obligations to third parties but shall not be relieved of its obligations to you in doing so.
2. Servify is not responsible for any failures or delays in performing under the Plan that are due to events outside its reasonable control
3. This Plan is offered and valid only if you are making a purchase in India and using the Product in India
4. This Plan is not offered to persons who have not reached the age of 18. This Plan may not be available in all states, and is not available where prohibited by law.
5. In carrying out its obligations Servify may, at their discretion and solely for the purposes of monitoring the quality of their response, record part or all of the calls between you and them.
6. Protecting Your Privacy - We take your data security seriously and have measures in place to keep your information safe from unauthorised access or loss. To provide you with the best service under this Plan, we will handle your data according to the instructions you provide. We will follow these directions as needed to fulfill our support obligations to you. If you have any questions about how your data is used, or if you don't agree with these terms, please reach out to us at support@servify.com or call our support team at the numbers listed below.
7. The terms of the Plan, including the original sales receipt of the Registered Product and the Plan Confirmation, prevail over any conflicting, additional, or other terms of any purchase order or other document, and constitute your and Servify’s entire understanding with respect to the Plan.
8. Servify is not obligated to renew this Plan. If Servify does offer a renewal, they will determine the price and terms.
9. Servify reserves the right, at its discretion, to change or modify the terms of this Plan
10. In the event any section or portion of a section of these terms and conditions are deemed invalid, void or unenforceable, that section or portion of a section shall be severed from these terms and conditions, and the remaining terms and conditions shall continue in full force and effect
11. Servify is Service Lee Technologies Pvt. Ltd., an Indian company with its registered office at 1022, Building No. 10, Solitaire Corporate Park, Andheri East, Mumbai 400093, India, bearing CIN U74120MH2015PTC265511.
12. The Plan is governed by the laws of the Republic of India and the courts in Mumbai will have exclusive jurisdiction.
13. These terms and conditions do not affect your statutory rights as a consumer.

Part J: Support Contact Details:

1. Customer Service Number: 1800 123 333 888 (Toll Free) (Monday – Saturday) (10 AM to 7 PM)
2. Customer Support Email ID: support@servify.com

For any grievance-related concerns, please contact us at grievance.officer@servify.com