

1 Year Extended Warranty Plan for Smartphones

1. The Plan

“Mi Extended Warranty” means an extension of the original manufacturer’s warranty on the concerned Xiaomi Product by a continuous period of 1 year, as opted for by the customer, starting from the expiry of manufacturer’s warranty. Mi Extended Warranty replicates the manufacturer’s warranty against any malfunctions or breakdown for the duration opted.

2. Plan Term & Eligibility

The Mi Extended Warranty cover commences on the expiration of the manufacturer’s warranty period and shall continue to remain in force for a period as applicable. The coverage is for cost of parts and labour in respect of the covered Xiaomi Product for covered inherent mechanical and electrical breakdown/defects to the extent provided by the manufacturer’s warranty for devices manufactured in India or is legally imported in India & sold through Xiaomi official Channels with Manufacturer’s Warranty/Guarantee.

3. Plan features

- 3.1.All labour and spare part costs, conveyance for onsite visit (If required) & unlimited repairs are included in the plan up to the invoice value.
- 3.2.The Plan is linked to the SN/ IMEI of the device only and independent of the customer ownership.
- 3.3.Minimal documentation requirement from customer during claim process
- 3.4.Repairs need to be carried out through Xiaomi Authorised Service Centres only
- 3.5.Customer claims need to be approved within 2 working hours
- 3.6.Nil administration / file / claim charges

4. Coverage Details

- 4.1.This plan provides coverage on the Xiaomi Product as per the original manufacturer’s warranty terms
- 4.2.Customer can avail unlimited claims during the EW period up to the Invoice Value
- 4.3.100% Cashless repair benefits during the EW Period
- 4.4.Coverage applicable to all Xiaomi Smartphones available currently for sales and new models whenever launched by Xiaomi
- 4.5.Coverage will commence on the expiration of the manufacturer’s warranty period

5. Benefits Value

During the Extended Warranty (EW) period, the customer is entitled to unlimited cashless repairs, up to 100% of the invoice value, for the device. The plan will extend the manufacturer’s warranty by one year, as chosen by the customer, with coverage excluding only consumables and accessories.

6. Scope of Service under the Plan

Provided the registered Xiaomi Product is entered for repair to Xiaomi Authorised Service Centres in its entirety during the claim request process and have purchased the registered Xiaomi Product from official sales channels of Xiaomi in India, the following conditions would be considered under the Plan:

6.1 Inclusions:

- 6.1.1** Protection against mechanical and electrical breakdown and malfunctions.
- 6.1.2** If the total cost of repair / replacement of parts is above 80% of the value of the device, then it will be treated as Beyond Economic Repair, and the customer will be given cash settlement worth current market Price less Depreciation & salvage value.
- 6.1.3** Nil Depreciation on Partial Loss and Repair Claims.
- 6.1.4** Nil Excess is payable on any type of claims.

6.2 Exclusions

- 6.2.1** Software related breakdown / malfunctions / crash / virus or cyber-attacks.
- 6.2.2** Physical / Liquid Damage
- 6.2.3** Loss due to Fire and allied perils, Act of God, Terrorism
- 6.2.4** Normal wear and Tear
- 6.2.5** Any type of loss not covered under Manufacturing Warranty
- 6.2.6** Any loss to Battery and consumables/Filters
- 6.2.7** Any type of loss not covered in inclusions
- 6.2.8** Losses occurring during Manufacturing Warranty period

7. Mi Extended Warranty Standard Claim and Fulfilment Process

In the event of EW Claim to the concerned Xiaomi Product, Servify need to follow the below process:

- 7.1. Customer should able to register their claim request to Servify through their mobile app or Consumer Portal or Call Centre whichever convenient to customer. Customer should not be forced to download only specific channel to register their claim request
- 7.2. Received claim request should be processed during the same call or maximum within 1 hour. Servify should communicate the claim request status as either approved or rejected by SMS & email within 2 working hours.
- 7.3. Servify should raise the appointment token on behalf of the customer in the appointment link shared by Xiaomi within 2 working hours.
- 7.4. Servify should follow up and remind the customer/ASC in case of any delay in visit to service centre/engineer visit to customer premise till the complaint get attended by Xiaomi ASC

- 7.5. If the device declared as BER (repair cost above 80% of handset invoice cost) by Xiaomi ASC and marked as RWR (Return Without Repair) or Cancelled then Servify need to settle the customer as per BER norms
- 7.6. Servify need to settle Xiaomi ASP's towards the repair cost incurred during EW Claim process within 7 working days.
Above timeline is dependent on receipt of proper and complete documents by Servify, in case of any issue or discrepancy in documents above timeline shall not apply.

8. Your Responsibilities

To receive service or support under the Plan, you agree to comply with the following:

- 8.1. Provide a copy of your Registered Device's original proof of purchase, if requested
- 8.2. Provide information about the reasons and causes of the defect to the Registered Device
- 8.3. Provide identity proof if requested to verify Customer or User of the Device on which Plan is activated
- 8.4. Respond to requests for information, including but not limited to the serial number of the Registered Device, model, version of the operating system and software installed, any peripherals devices connected or installed on the Registered Device, any error messages displayed, actions taken before the Registered Device experienced the defect and steps taken to avoid the defect
- 8.5. Follow instructions Servify or Xiaomi ASCs gives you, including but not limited to refraining from sending Registered Device that is not subject to service as per the Plan and packing the Registered Device in accordance with shipping instructions
- 8.6. Make sure to take backup of software and data residing on the Registered Device.
DURING THE FULFILLMENT OF SERVICE SERVIFY OR THE ASP MAY DELETE THE CONTENTS OF THE COVERED DEVICE AND REFORMAT THE STORAGE MEDIA IF NECESSARY. Servify, or Xiaomi ASCs may return your Registered Device after the service event or provide a replacement unit as the Registered Device was originally configured, subject to applicable updates. Servify or the or Xiaomi ASCs may install latest software updates as part of hardware service that may prevent the Registered Device from reverting to an earlier version of the Operating System. Third party applications installed on the Registered Device may not be compatible or work with the Registered Device as a result of the Operating System update. You will be responsible for reinstalling all other software programs, data and passwords
- 8.7. Fill and submit the requested forms and the declaration as required for submitting a valid a repair request

9. Limitation Of Liability

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, SERVIFY AND ITS EMPLOYEES AND AGENTS WILL UNDER NO CIRCUMSTANCES BE LIABLE TO YOU OR ANY SUBSEQUENT OWNER FOR ANY INDIRECT OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO COSTS OF RECOVERING, REPROGRAMMING, OR REPRODUCING ANY PROGRAM OR DATA OR THE FAILURE TO MAINTAIN THE CONFIDENTIALITY OF DATA, ANY LOSS

OF BUSINESS, PROFITS, REVENUE OR ANTICIPATED SAVINGS, RESULTING FROM SERVIFY'S OBLIGATIONS UNDER THIS PLAN. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE LIMIT OF SERVIFY AND ITS EMPLOYEES AND AGENT'S LIABILITY TO YOU AND ANY SUBSEQUENT OWNER ARISING UNDER THE PLAN SHALL NOT EXCEED TWO TIME COST INCURRED FOR SCREEN REPLACEMENT OF THE DEVICE . SERVIFY SPECIFICALLY DOES NOT WARRANT THAT (i) IT WILL BE ABLE TO REPAIR OR REPLACE DAMAGED SCREEN OF THE DEVICE WITHOUT RISK TO OR LOSS OF PROGRAMS OR DATA, (ii) IT WILL MAINTAIN THE CONFIDENTIALITY OF DATA, OR (iii) THAT THE OPERATION OF THE PRODUCT WILL BE UNINTERRUPTED OR ERROR-FREE. NOTHING IN THIS AGREEMENT SHALL EXCLUDE OR LIMIT SERVIFY'S LIABILITY FOR (I) DEATH OR PERSONAL INJURY CAUSED BY ITS NEGLIGENCE, OR (II) FRAUD. TO THE EXTENT THAT LIABILITY UNDER SUCH LAWS AND REGULATIONS MAY BE LIMITED, SERVIFY'S LIABILITY IS LIMITED, AT ITS SOLE OPTION, TO REPLACE OR REPAIR OF THE DEVICE OR SUPPLY OF THE SERVICE

10. Transfer of Plan

- 10.1. The transfer of ownership of the Plan for the covered Device from the Customer to another Device will render the Plan & its Coverage null and void
- 10.2. If the Device is replaced under Warranty during the Coverage Period, then the replacement product is the Device, with coverage for the remaining period of the Plan as per the terms of the manufacturer's limited warranty

11. General Terms

- 11.1. 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
- 11.2. Servify is not responsible for any failures or delays in performing under the Plan that are due to events outside its reasonable control
- 11.3. This Plan is offered and valid only if you are making a purchase in India and using the Device in India
- 11.4. 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
- 11.5. 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
- 11.6. Servify have security measures, which should protect your data against unauthorized access or disclosure as well as unlawful destruction. You will be responsible for the instructions you give to Servify regarding the processing of data, and Servify will seek to comply with those instructions as reasonably necessary for the performance of the service and support obligations under the Plan. If you do not agree with the above or if you have questions regarding how your data may be impacted by being processed in this way, contact or Service at the support mediums provided such as support@servify.tech or the call centre numbers mentioned below
- 11.7. The terms of the Plan, including the original sales receipt of the Registered Device 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

11.8. Servify is not obligated to renew this Plan. If either Servify does offer a renewal, they will determine the price and terms

11.9. Servify reserves the right, at its discretion, to change or modify, the terms of this Plan

11.10. There is no informal dispute settlement process available under this Plan

11.11. 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

11.12. These terms and conditions shall be governed by and construed under the laws of India

11.13. These terms and conditions do not affect your statutory rights as a consumer

12. Support Contact Details:

12.1. Customer Service Number: 1800 123 333 888 (Toll Free)

12.2. Customer Support Email ID: support@servify.com