



## Deep Freezer Extended Warranty Terms and Conditions:

Offer Name- 5 Years Comprehensive Warranty

### TERMS AND CONDITIONS FOR WARRANTY:

This offer by Godrej and Boyce Manufacturing Company Limited through its Appliances Division, is valid for select products sold and registered by customers across India during the period from 1<sup>st</sup> Dec' 2021 – 31<sup>st</sup> May 2022.

We have taken care to ensure the best performance of Godrej Deep Freezers – to be covered under this offer as specifically set out below (“**Product**”) and are providing an additional (4) years warranty (“**Warranty Period**”) against manufacturing defects as per terms in this document. Our Extended Warranty plan commences at the expiry of your original Product Warranty period (Refer User manual for details).

### PRODUCTS COVERED UNDER THIS OFFER:

Select models of Deep freezers as mentioned below:

Sr. Nos.	Item code	Item Description
1	24131601SD00099	DH EPenta 225B 21 CMFP1M Rw
2	24131601SD00066	DH EPenta 325C 31 CMFH2 M Rw
3	24131601SD00055	DH EPenta 325C 31 CMFH2LM Rw
4	24131601SD00086	DH EPenta 325C 31 CMFP2M Rw
5	24131601SD00100	DH EPenta 325C 31 CMFP2LM Rw
6	24131601SD00067	DH EPenta 425C 31 CMFH2 M Rw
7	24131601SD00057	DH EPenta 425C 31 CMFH2LM Rw
8	24131601SD00097	DH EPenta 425C 31 CMFP2M RW
9	24131601SD00068	DH EPenta 525D 41 CMFH2 M Rw
10	24131601SD00058	DH EPenta 525D 41 CMFH2LM Rw
11	24131601SD00087	DH EPenta 525D 41 CMHT2LM RW
12	24131601SD00088	DH EPenta 525D 41 CMHT2M RW
13	24131601SD00092	DH EPenta 225B 21 CMFH1M Rw
14	24131601SD00096	DH EPenta 525D 41 CMFPT2M RW
15	24131601SD00098	DH EPenta 525D 41 CMFPT2LM Rw

### TERMS AND CONDITIONS:

1. The Extended Warranty plan scheme is applicable only for sale through Godrej Exclusive Brand Outlets, Godrej Preferred Brand Outlets, authorized dealers, authorized retail counters and [www.shop.godrejappliances.com](http://www.shop.godrejappliances.com) and is confined to the first purchaser only and is non-transferable.
2. Warranty is applicable only for the Warranty Period 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.

3. Repairs and replacement of spare parts will be carried out through Godrej Appliances authorized service provider in a reasonable period of time.
4. Godrej or its authorized service provider (ASP) will collect any parts or components replaced.

**Parts Covered and Not Covered in the Extended Warranty: As per below table:**

<b>Product</b>	<b>Parts Covered</b>	<b>Parts Not Covered</b>
Chest Freezer	PCB, Thermostat, Drier, Compressor, OLP, Relay, Capacitor, Fan Assembly, Gas charging and Condenser if external.	Evaporator Tank, Cabinet, Plastic, Rubber, sheet metal, power cord and Glass parts

5. In case of any conflict the decision made by Godrej will be final.
6. The Warranty Period on the replaced or repaired Product shall be reduced to the balance period, as computed from the date of first sale of the Product.
7. Product features, specifications and warranty terms are subject to change without notice.
8. Godrej shall endeavor to service the Product under the Warranty Period. However, keeping in view Godrej's internal policy to offer the latest and the best, the Product range may keep varying with the introduction of new and varied models. Any model of the Product that has been discontinued will be repaired/rectified by Godrej at its sole discretion depending upon availability of required spares. While Godrej will make every effort to carry out the repairs at the earliest, it however is made expressly clear that the Godrej is under no obligation to do so in a specified period of time.
9. All transportation and handling expenses incurred while repairing will be payable by the customer. For appliances installed beyond the municipal limits of the jurisdiction of the authorized service center, charges towards technician's visit and other incidentals will be borne by the customer.
10. The Products covered under this offer are available without this offer.
11. Godrej shall not be held responsible for any delay in communication with regard to this offer. Offer can be withdrawn or changed by Godrej at any point without giving any reason whatsoever.
12. To the extent permitted by law, the customers by availing this offer agree and undertake not to hold Godrej and/or any of its group entities or affiliates, their respective directors, officers, employees, agents, vendors, responsible for or liable for, any actions, claims, demands, losses, damages, costs, charges and expenses that you may/might have suffered, sustained or incurred, or claims to suffer, sustain or incur, by way of and/or on account of this offer.

**THE WARRANTY DOES NOT APPLY TO**

- a. Warranty does not cover on breakage or damage to components made of plastic materials, glass items, rubber parts, cord or any accessories.
- b. The warranty doesn't cover demonstration/ installation of the Product purchased or in any case replacement of the Product.
- c. Any customizations made by the customer, including changes in size. Warranty does not

- cover accessories to the Products.
- d. Damages/defects arising from transport, rough handling, misuse or repair by 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 plan.
  - e. 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 plan.
  - f. Failure of condenser and evaporator coil due to deterioration due to site/climatic condition will not be covered under Extended Warranty plan.
  - g. No service charges for the parts covered in warranty.
  - h. Special discount on the service charges for the part not covered in warranty may be applicable and can be confirmed with Godrej (if applicable).
  - i. The extended warranty is limited to repairs and replacement of certain spare parts that are referred to in clause 4 of terms and conditions stated above; and thereby does not cover the product replacement in any circumstances

### **INSTRUCTIONS FOR THE CUSTOMERS**

1. To avail the benefits customer has to register themselves on site [www.godrej.com/appliances/extended-warranty](http://www.godrej.com/appliances/extended-warranty) with Product and invoice details within 7 calendar days of purchase. Same email ID and mobile number can be used to register for this offer. If more than 1 request is received with same contact details, the claim for this offer shall be rejected.
2. In case the customer fails to register within the above stated period, the warranty will not be considered for any extension and the original warranty for the one-year period will only be applicable.
3. The defective Product will be repaired by Godrej in a reasonable period of time 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 the Product will be at Godrej's discretion based on the report submitted by Godrej's service representative.
4. This warranty will be valid only for sale through Godrej Exclusive Brand Outlets, Godrej Preferred Brand Outlets, authorized dealers and authorized retail counters and [www.shop.godrejappliances.com](http://www.shop.godrejappliances.com) The warranty must be signed & stamped by the dealer and must be produced along with the original bill at the time of any claim.
5. The Product should include the original label which shall serve as a means of identification of the Product to confirm the warranty.
6. Please inform the service center / customer care regarding the details of the defect, model details and serial no (if any) of the Product.
7. The transportation cost will be charged to customer and any cost incurred towards complaint attendance is also to be borne by customer.
8. All transportation and handling expenses incurred while repairing will be payable by customer.
9. 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.

10. In the event of defect developing in the Product, contact our service team through our authorized toll-free number 18002095511 or WhatsApp 'Hi' to +91 9321665511 immediately.

#### **WARRANTY VOIDS IF**

1. The Warranty Card is not completed properly at the time of purchase and customer has not registered themselves on site [www.godrej.com/appliances/extended-warranty](http://www.godrej.com/appliances/extended-warranty) with product and invoice details within 7 days of purchase.
2. 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 product failure during the Warranty Period.
3. The Product is not operated according to instructions given in the "User Guide".
4. If defects are caused by improper use, which shall be determined by the Godrej's authorized personnel.
5. If unauthorized persons carry out any repair work.
6. If defects are caused by reasons beyond control, like abnormal voltage, acts of God or while in transit to service centre or purchaser's residence.
7. If the warranty is not valid if the original serial number is removed, obliterated or altered from the Product.
8. If damage to the Product or any parts due to transportation or shifting is not covered by the warranty.
9. The warranty automatically expires after the Warranty Period, even if the Product may not have been in use for any time for whatever reasons during the warranty period.

*ANY AND ALL 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 AND ALL OTHER IMPLIED WARRANTIES ARE DISCLAIMED. GODREJ DOES NOT AUTHORIZE ANY PERSON TO CREATE FOR IT ANY OTHER OBLIGATION OR LIABILITY IN CONNECTION WITH THIS WARRANTY.*

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