

**TERMS AND CONDITIONS:****ADDITIONAL WARRANTY ON REFRIGERATOR**

1. This scheme is applicable only for sale through Godrej Exclusive Brand Outlets, Godrej Preferred Brand Outlets, authorized dealers and authorized retail counters across India and is confined to the first purchaser only and is non-transferable.
2. Warranty is applicable for an additional period of 2 years along with the comprehensive warranty of 1 year.
3. This scheme is applicable on the below models:

Item code	Model Name
52141501SD03537	RT EONREGALIS 517B RCI MT BK
52141501SD03538	RT EONREGALIS 477B RCI MT BK
52141501SD03540	RT EONREGALIS 477B RCI RE ST
52141501SD03539	RT EONREGALIS 517B RCI RE ST
52141501SD03515	RT EONVOGUE 310B RI WT WD
52141501SD03516	RT EONVOGUE 310B RI OK WD
52141501SD03517	RT EONVOGUE 280B RI WT WD
52141501SD03518	RT EONVOGUE 280B RI OK WD
52141501SD03519	RT EONVOGUE 280C RI WT WD
52141501SD03520	RT EONVOGUE 280C RI OK WD

4. Warranty is applicable from date of purchase i.e. invoice date, against defective material or workmanship. In case of any such defects, the Company/Godrej undertakes to get the appliances repaired under the Warranty Period, subject to terms and condition as set out under this document.
5. The Company reserves the right to verify any information or details submitted by the customers and where the Company considers that there has been any breach of the terms & conditions or any misrepresentation under this Scheme, the Company shall at its discretion notify and be at liberty to refuse, discontinue or cancel any benefits under the Scheme including but not limited to any extended warranty.
6. To avail the benefits, customer has to arrange for service installation demo through an Authorized service provider.
7. Repairs and replacement of spare parts will be carried out through the Company's authorized service provider, if such repairs or replacements are determined as necessary or required by the Company in its sole discretion.
8. This Scheme is valid only up to 15<sup>th</sup> November, 2024 and shall not be clubbed with any other Schemes. In the event where two schemes declared by the Company and in force and effect at the same time relate to

the Warranty Period, the Scheme having the longer Warranty Period shall be applicable and the other Scheme shall be considered to be inoperative.

9. Godrej or its authorized service provider (ASP) will collect any parts or components replaced to which this Scheme is applicable.

10. Parts Covered and Not Covered under warranty: As per below table:

Product	Parts Covered	Parts Not Covered
<b>Refrigerator Frost Free</b>	Compressors, evaporator, condenser if external; relay, overload protector, capacitor, PCBs, sensor, thermostat, defrost timer, bi-metal thermostat, fan motor, defrost heater, Capillary, drier and gas charging. In case of gas leak in condenser portion embedded in cabinet, as in some refrigerator models, an external condenser will be added/ fitted whenever possible, to restore the basic working of the refrigerator sealed system.	Outer body, Colour components, Gasket, Plastic, glass, bulb, power cord and rubber parts

**Warranty does not include:**

- a. Any customization made by the customer, including changes in size. Warranty does not cover accessories to the appliances.
- b. Damages/defects arising from transport, rough handling, mis-use 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 scheme.
- c. 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 scheme.
- d. Failure of condenser and evaporator coil due to deterioration due to site/ climatic condition will not be covered under extended warranty scheme.
- e. The extended warranty is limited to repairs and replacement of certain spare parts that are referred to in the table stated above; and thereby does not cover the product replacement in any circumstances.

11. In case of any conflict the decision made by the Company shall be final.

12. 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.

13. Product features, specifications and warranty terms are subject to change without notice.

14. Offer is not applicable to institutional sale customers.

15. Special discount on the service charges for the part not covered in warranty.

16. The extended warranty is limited to repairs and replacement of certain parts that are referred to in clauses stated above; and thereby does not cover the product replacement in any circumstances.

17. No service charges for the parts covered in warranty.

Warranty does not cover accessories to the appliance

### **INSTRUCTIONS FOR THE CUSTOMERS**

1. To avail the benefits, customer has to arrange for service installation demo through an authorized service provider.
2. In case the customer fails to register, 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 defect 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. The warranty card 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 authorized service provider regarding the details of the defect, model details and serial no (if any) of the product.
7. Warranty is applicable from date of purchase i.e. invoice date, 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.
8. The transportation cost will be charged to the customer and any cost incurred towards complaint attendance is also to be borne by the customer.
9. All transportation and handling expenses incurred while repairing will be payable by customer.
10. 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.
11. In the event of defect developing in the product, contact the service team of Godrej through an authorized toll-free number 18002095511 immediately.

## **WARRANTY VOIDS IF**

1. The Warranty Card is not completed properly at the time 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 customer's 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. Godrej does not authorize any person to create for it any other obligation or liability in connection with this warranty's
3. The Product is not operated according to instructions given in the "User Guide".
4. Any customizations made by the customer, including changes in size. Warranty does not cover accessories to the appliances.
5. 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 scheme.
6. 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 scheme.
7. Failures on account of damage (rodent etc.) are not covered under the extended warranty.

*ANY AND ALL IMPLIED 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 CUSTOMER'S 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. GODREJ DOES NOT AUTHORIZE ANY PERSON TO CREATE FOR IT ANY OTHER OBLIGATION OR LIABILITY IN CONNECTION WITH THIS WARRANTY. CLAIMS, IF ANY, ARISING FROM OR UNDER THIS DOCUMENT WILL BE RESTRICTED TO COURTS WITHIN THE MUMBAI JURISDICTION ONLY AND WILL BE SUBJECT TO THE LAWS OF INDIA.*