

Extended Warranty Terms & Conditions

1. The Extended Warranty (EW) is limited only to the first purchaser of the appliance and is non-transferable. EW shall be void if the warranty certificate is altered / tampered.
2. The Extended Warranty starts from the next calendar day immediately following the end date of the standard manufacturer's warranty.
3. The appliance will be covered till the cumulative costs of all service requests should not exceed the maximum liability, which is the invoice value of the appliance.
4. The EW covers only manufacturing defect/(s) in material and workmanship that may arise despite normal operation and usage of the appliance, as prescribed in the operating manual.
5. Repairs, installations & removal of the appliance shall be carried out only by Authorized Service Personnel, failing which EW will be void.
6. Payments referred to herein are not refundable under any circumstances, especially after the EW period comes into effect.
7. In the event of change of address, the new address shall be intimated on the given toll-free number.
8. Repairs & replacements of parts would be purely at the discretion of the Authorized Service Personnel only. The company's obligation under this EW shall be limited to repair and providing replacement of defective parts only.
9. Replacement and Refund of appliances are not covered under extended warranty.
10. If the appliance is beyond repair, then the refund amount of EW price will be returned on prorata basis, also for beyond repair appliances, company will provide suitable offer for new appliance based on available models
11. The customer shall provide a reasonable, sufficient and safe working space to access the appliances/(s) for service. The customer is responsible to move away all blocking objects or move the appliance to an appropriate location with electricity / gas / water supply and drainage for testing of the appliance.
12. In case the repair cannot be completed onsite, service personnel reserve the right to carry the appliance to its Authorized Service Center and return the same after repair.
13. In case of repairs, the appliance and/or the replaced spare part will be covered under warranty only for the remaining of the extended warranty period.
14. If at any point of time if it is found by BSH that the customer has obtained the EW by any illegitimate means including but not limited to forgery of invoice of the appliances, then BSH reserves the right to cancel the issued EW and refund the money to the customer.
15. The Company shall be under no obligation or deemed to be in default for any delay or failure in performance resulting from causes beyond its reasonable control (e.g. strikes, floods, earthquakes etc.) including but not limited to delay in servicing due to non-availability of spare parts and / or accessories.
16. During the warranty period (both standard and extended) and also when the product is out of warranty, in case the appliance needs to be transported to the authorized Service Center for repair, the transportation charges from and to the place of installation shall be borne solely by the customer.
17. In the event of unforeseen circumstances, or where the required spare parts are unavailable or discontinued, rendering the repair impractical, the case shall be resolved in accordance with the company's depreciation policy.

Warranty is not applicable in any of the following cases:

1. The warranty does not cover any consequential or resulting liability, damage or loss to property or life arising directly or indirectly as a result because of appliance failure, breakdown, or accident or usage of the Appliance not in accordance with the operating manual.
2. If the Appliance has been subjected to improper use such as operated on a trolley other than the one, if any provided by the Company, misused, not cared for, abnormal use, exposure to dampness, excessive heat, excessive humidity and other extreme environmental conditions, corrosion, damage beyond repair, rusting, unauthorized modifications, unauthorized repairs, neglect, accident, alteration, acts of God, spillage of liquid or food particles, faulty electric wiring/ cabling, abnormal voltage/ power supply beyond appliance specifications, damage/ breakage/ non-functioning of appliance due to rodents, rats, cockroaches and ants etc.
3. The EW does not cover consumables, normal wear & tear parts, plastic, glass and/ or rubber parts, nonoperational parts and related accessories.
4. The EW does not include preventive checks, routine maintenance, cleaning, de-scaling and overhaul.
5. If the Appliance is used by a commercial establishment or by an individual for commercial purpose.
6. If the serial number of the Appliance is removed, altered, made illegible/ tampered.
7. If incorrect / unsuitable detergents are used for laundry appliances and dishwashers.
8. Persons other than Authorized Service Personnel carry out repair work.
9. Damage to the appliance or any part(s) due to transportation or shifting or arising out of improper storage of the appliance at the Customer's premises.