

Annual Maintenance Contract Terms & Conditions

1. The Annual Maintenance Contract (AMC) is limited only to the first purchaser of the appliance and is non-transferable.
2. To purchase an AMC, the appliance must be within 6 years from the date of purchase of appliance.
3. BSH Authorized Technicians will check the appliance, and the appliance should meet the operational standards before offering the AMC to the customers for the appliance.
4. Annual Maintenance Contract (AMC) is only valid for a year and can be renewed based on the BSH authorized technicians' evaluation.
5. To purchase an Annual Maintenance Contract (AMC), the appliance must be in good working condition.
6. Annual Maintenance Contract (AMC) will start after 30 days of AMC payment realization in BSH system.
7. The appliance will be covered till the cumulative costs of all service requests and repairs should not exceed the maximum liability, which is the invoice value of the appliance.
8. The AMC 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.
9. Repairs, installations & removal of the appliance shall be carried out only by an Authorized Service Personnel, failing which AMC will be void.
10. Payments referred herein are not refundable under any circumstances, especially after the AMC period comes into effect.
11. In the event of change of address, the new address shall be intimated on the given toll-free number.
12. Repairs & replacements of parts would be purely at the discretion of the Authorized Service Personnel only. The company's obligation under this AMC shall be limited to repair and providing replacement of defective parts only.
13. Replacement and Refund of appliances are not covered under AMC.
14. If the appliance is beyond repair, then the refund amount of AMC price will be return on prorated basis, also for beyond repair appliances, company will provide suitable discount offer for purchase of new appliance based on available models.
15. 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.
16. 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.
17. In case of repairs, the appliance and/or the replaced spare part will be covered under warranty only for the remaining of the AMC period.
18. 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.
19. 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.
20. 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.

Annual Maintenance Contract is not applicable in any of the following cases:

1. The Annual Maintenance Contract 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 AMC does not cover consumables, normal wear & tear parts, plastic, glass and/ or rubber parts, nonoperational parts and related accessories.
4. The AMC 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.