

ONSITEGO EXTENDED WARRANTY FEATURES AND USAGE

This document outlines the features and terms of OnsiteGo Extended Warranty, a service that is brought to you by Onsite Electro Services Pvt. Ltd.

WHAT IS ONSITEGO EXTENDED WARRANTY?

OnsiteGo Extended Warranty replicates and extends the manufacturer's warranty. That means that if your device suffers a malfunction or breakdown, we will repair or replace it for you. We bear all the costs required to fix it. We do all the legwork required for fix it. You use the device with tender love & care; We fix the device with same tender love & care.

OnsiteGo Extended Warranty offers coverage for all your Mobiles, Tablets, Laptops, Cameras, Air Conditioners, Washing Machines, Televisions and Small Appliances.

You can opt for OnsiteGo Extended Warranty for your device up to 30 days before the expiry of the manufacturer's warranty.

WHAT ARE THE AWESOME BENEFITS OF ONSITEGO EXTENDED WARRANTY?

OnsiteGo Extended Warranty comes with a host of features that are designed to not only safeguard your device, but also save you from the hassle of getting your device repaired

1. **Maximum Coverage:** OnsiteGo Extended Warranty replicates the manufacturer's warranty for up to 4 additional years after its expiry for qualified products. This ensures that your device is covered throughout its life cycle.
2. **Cashless:** This program is completely cashless. There are no hidden fees or charges.
3. **All costs are covered:** Whether it is costs of repairs, labour, transportation or taxes, we cover all the charges associated with repairing your device. You pay nothing.
4. **Free Pick & Drop or At-Home repairs:** Whether it means picking up your device or sending a technician at your home to repair your device, we will ensure that you never have to interact with a Service Centre ever again.
5. **No Paperwork Required:** OnsiteGo Extended Warranty has a hassle free process to file a Service Request. All you need to do is provide us a copy of the purchase invoice bearing the IMEI/Serial Number. You don't have to submit any other document or fill up any forms.
6. **Genuine Spare Parts guarantee:** Your devices will be repaired by trained personnel and using genuine spare parts every single time.
7. **No Depreciation:** We will cover the full value of the device till the end of the plan.
8. **Repair or Replacement guarantee:** We understand that you cannot stay without your device for a long time; hence we guarantee that your device will be repaired and returned to you in a specified amount of time. If we cannot repair the device within time, we will give you a replacement. Free of Cost. Refer to the Service Assurance section below.
9. **Preventive Maintenance:** We understand that your Air Conditioners and Water Purifiers need to be serviced regularly, hence we will service them for you free of cost.

TERM OF EXTENDED WARRANTY

You can opt to protect your device for up to 4 additional years. The term of the Extended Warranty available is based on what the normal life cycle of the device is supposed to be. While opting for Extended Warranty for your device, please keep in mind that the total term of the manufacturers' warranty and Extended Warranty does not exceed 5 years.

For e.g.: If your Air Conditioner has 1 year manufacturers' warranty, you can opt for Extended Warranty for up to 4 additional years. However, if your Air Conditioner comes with 2 years manufacturers' warranty, you can opt for Extended Warranty for maximum 3 additional years.

Category	1 Year	2 Year	3 year	4 Year
Air Conditioners	✓	✓	✓	✓
Audio System	✓	✓	✓	✗
Camera	✓	✓	✗	✗
Desktop	✓	✓	✓	✓
Dishwasher	✓	✓	✓	✓
Dryer	✓	✓	✓	✓
Fan	✓	✓	✗	✗
Health & Personal Care	✓	✗	✗	✗
Home Appliance	✓	✓	✓	✓
Home Theatre	✓	✓	✓	✓
Kitchen Appliance	✓	✓	✗	✗
Laptop	✓	✓	✓	✓
Microwave	✓	✓	✓	✓
Mobile Phone	✓	✗	✗	✗
Oven & Cooker	✓	✓	✗	✗
Phone Fixed	✓	✓	✗	✗
Printer & Office Solution	✓	✓	✗	✗
Refrigerator	✓	✓	✓	✓
Small Appliance	✓	✓	✗	✗
Tablet	✓	✗	✗	✗
Television	✓	✓	✓	✓
Washing Machine	✓	✓	✓	✓
Water Purifier	✓	✓	✗	✗

SERVICE ASSURANCE

OnsiteGo prides itself in providing fantastic service and we are willing to put our money where our mouth is. We guarantee that your device will be repaired and returned to you within the promised time period.

If we are unable to repair the device within promised timelines, we will provide you a new or refurbished replacement device with equal or equivalent features. In some cases, we may choose to offer Gift Cards reflecting the most recent price of your device.

The brands that qualify for Service Assurance are as follows:

Product Category	Service Assurance of 14 Working Days
Audio Systems	Sony, Samsung, LG
Cameras	Canon, Nikon, Sony, Samsung
Cookers	Bajaj, Preethi, Panasonic, Philips
Dryers	LG, Samsung
Fans	Bajaj, Sunflame, Symphony, Usha, Maharaja, Morphy Richards, Havells
Frontload Washing Machines	Samsung, LG
Grooming & Hair Care	Philips, Panasonic, Optima, Braun, WAHL
Irons	Philips, Bajaj, Panasonic, Morphy Richards, Havells
Kettles	Philips, Bajaj, Optima, Morphy Richards, Havells, Hamilton Beach
Laptops	Apple, HP, Dell
Massagers	Osim, Paramount, Panasonic
Microwaves	LG, Samsung, Bajaj
Mobiles	Apple, Samsung, Nokia, LG, Sony
OTG	Morphy Richards, Bajaj
PC Desktops	Apple, LG, HP
Refrigerators	LG, Hitachi, Samsung, Godrej, Whirlpool, Panasonic, Sharp, Bluestar
Room Coolers	Bajaj, Symphony, Usha
Room Heaters	Bajaj
Semiautomatic Washing Machines	Samsung, LG, Whirlpool, Godrej, Videocon
Split ACs	Samsung, LG, Panasonic, Carrier, Voltas, Godrej, O'General, Bluestar
Tablets	Apple, Samsung, Nokia, LG, Sony
Toasters	Optima, Bajaj, Sunflame, Philips
Topload Washing Machines	Samsung, LG, Panasonic, Godrej
Window ACs	LG, Carrier, Voltas, O'General, Bluestar
Any Brand or Category not mentioned in this list qualifies for an SLA of 21 working days	
All Televisions qualify for an SLA of 30 working days	

Working Days includes weekdays between Monday & Friday. It excludes Saturday, Sunday and all national and state holidays.

We are constantly working to expand this list. Till such time, we do not provide timeline guarantees for brands that fall outside of the list above.

GET YOUR CERTIFICATE OF PROTECTION FOR SEAMLESS SERVICE

It only takes a minute; just keep your invoice details handy. The certificate of protection will be confirmation of the fact that your device is protected under the OnsiteGo Extended Warranty program. It will also allow us to provide you quick and efficient service at the time of registration of a Service Request

1. You will get an invitation for certificate of protection via Welcome Email from OnsiteGo
2. Share device and invoice details in the form
3. Upon submission of the details, you will get your certificate of protection. Please archive this Certificate of Protection till the term of the program.

HELP US, HELP YOU

1. Buy OnsiteGo Extended Warranty along with your device and ensure that you are buying the right plan based on the price of your device.
2. At the time of purchasing the plan, ensure that the invoice issued to you by your retailer has the IMEI/Serial Number that matches the one of the device.
3. Activate your plan within 30 days of purchasing it or before the expiry of the manufacturer warranty, the steps required to activate your plan are in the section above
4. Provide all the information requested by us in a timely and truthful manner.
5. We request you to submit the device and invoice to us promptly and respond to any queries raised in a timely manner. Delays on this front by you will cause the Service Assurance to extend by the proportionate number of days.
6. If the IMEI/Serial Number has changed on account of repairs or exchange by your retailer or the service centre, please provide us with a Swap Letter that will allow us to authenticate that you are still using the same device.
7. And most importantly, use your device with the tender love and care that it deserves

RAISING A SERVICE REQUEST

The worst has happened; your device has suffered a breakdown. Do not worry; we are here to help you.

1. Call us on 1800 22 0506 or +91 99205 99206 or email us on help@onsite.co.in within 7 days and tell us about malfunction that has occurred.
2. Keep a copy of your purchase invoice bearing the IMEI/Serial number ready.
3. Ensure that the IMEI/Serial Number on your device matches the one that is mentioned on the purchase invoice.
4. We will keep you posted regarding the progress of the Service Request every step of the way.

WHAT SHOULD YOU KEEP IN MIND

1. We will gladly service as long as the plan is active and has not expired. Also, the malfunction needs to have occurred during the term of OnsiteGo Extended Warranty and not prior to it.
2. Malfunctioning accessories or consumable items are not covered here. A full list of these items is available on our website.
3. The device needs to have minimum 12 months' manufacturer's warranty that is applicable in India. Please ensure that you do not modify the device, perform unauthorized repairs or use it commercially. All these actions void the manufacturer's warranty and subsequently the extended warranty as well.
4. We will not be able to cover those devices that are bought outside India. However, if the device that you have bought in India, breaks down while travelling abroad, we will cover it.
5. Malfunction should not be on account of normal wear and tear.

6. OnsiteGo Extended Warranty covers every issue in the device that occurs organically or in simple terms “on its own” and without any external factor. That means issues like physical damage, liquid damage, power surges etc. are outside the scope of the program.
7. International Coverage – If the device breaks down abroad, we will still cover it. You can get it repaired from the service centre abroad; we will reimburse the invoice costs. Alternatively, you can get it back to India, we will provide our usual Pick – Repair – Deliver back to you service.

FAQs

1. *What is the term of the service?*

OnsiteGo Extended Warranty is applicable for up to 4 additional years after the expiry of the manufacturer's warranty. However, the sum of manufacturer's warranty and extended warranty should not exceed 5 years.

2. *Can I extend the warranty on my phone for 2 more years?*

OnsiteGo Extended Warranty is available for 1 additional year on Mobile Phones and Tablets.

3. *How many times will the device be repaired?*

There is no limit on the number of service requests you can raise against OnsiteGo Extended Warranty. We will keep repairing the device till the total costs of all repairs do not exceed the value of the device. However if for any 1 Service Request, the cost of repairs is greater than the current/last available market value of the device, the device will be replaced. Replacement is provided in the form of new or refurbished device or Gift Cards

4. *I changed my mind and I want to cancel the plan, can I get a refund?*

While we will be sorry to see you cancel the plan, we can certainly refund the plan within 30 days, provided you have not already filed a Service Request.

5. *What if the device cannot be repaired?*

For brands that do not repair damaged parts or if the device cannot be repaired due to unavailability of spare parts, OnsiteGo will provide you with an equivalent replacement device which may or may not be a new piece.

6. *What if I do not want to avail of the Pick & Drop services, can I get the device repaired on my own?*

Yes, you can get the device repaired on your own. Please keep in mind that OnsiteGo needs to be informed about the damage BEFORE submitting the device to the nearest Authorized Service Centre.

7. *How many times can I avail the Preventive Maintenance feature?*

You can take advantage of the Preventive Maintenance feature according to the number of years in your extended warranty. If you have opted for a 2 year Extended Warranty Plan, you will be entitled for 2 preventive maintenance check-ups from OnsiteGo from purchase of device till expiry of OnsiteGo Extended Warranty.

8. *How will I know if the device will be picked up or if you will send a technician at home for repairs?*

This is generally decided based on the category of your device. For Large Appliances and Televisions, we will co-ordinate with Service Centres and send a technician home based on your convenience. Wherever it is not possible to send the technician home for repairs, we will pick them up and send it to the Service Centre for repairs. If the technician that comes home for repairs is unable to repair the device on-site, we will have it transported to the nearest Service Centre free of cost for repairs.

9. *What are other examples of specific issues arising out of normal wear and tear that are not covered under OnsiteGo Extended Warranty?*

Some examples of problems occurring due to wear and tear include the following. However, please note this is not a comprehensive list:

- Parts that may have rusted
- Issues in the cavity of a Microwave
- Empty cartridges in a Printer
- Damages to hinges of a laptop
- Breakage of the blades of a Mixer or Juicer
- Burnt filaments

SOME LEGAL STUFF

1. Non-fulfilment of any conditions set out in this document may cause the rejection of your request; hence we solicit your co-operation to ensure we are able to provide you a perfect service experience.
2. This service agreement is complete and agreement between Onsite Electro Services Pvt. Ltd. and Customer. The retailer is only authorized dealer of our products and shall not be responsible for any of your grievance with regards to the services to be performed by OnsiteGo under this Terms of Service. Any statements or representations made by resellers, ASPs or others that are inconsistent with this Agreement shall not be binding upon Onsite Electro Services Pvt. Ltd.
3. We shall not be liable for delay or failure in furnishing services including suspension of Service Assurance in the event of strike, government action, act of God, disruption in global supply chains or any other cause beyond our control.
4. OnsiteGo will not be liable for indirect damage caused due to improper functioning of the product, including but not limited to lost profits or savings, business interruption, loss of data, lost revenue, loss of use, inconvenience, mental or physical stress or any other commercial or economic loss of any kind, or special, incidental, or consequential damages.
5. The device for which OnsiteGo Extended Warranty has been purchased should not have any other Care Pack/Insurance or Insurance linked plan/Extended Warranty/Maintenance Contract, apart from the manufacturer's warranty.
6. Marketing brochures are meant purely for educating customers and do not have any commercial value.
7. Any disputes arising in connection with this service shall be governed by the laws of India. The courts of Mumbai shall have the exclusive jurisdiction over disputes arising hereunder.
8. Full set of terms and conditions are available on www.onsitego.com
9. All rights reserved with Onsite Electro Services Private Limited.