



## Welcome to GoWarranty

India's most comprehensive extended warranty program

Dear Customer,

Thank you for entrusting the care of your favourite device to **GoWarranty**.

### About GoWarranty

We're here because consumers deserve better experience when it comes to device ownership. Go 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 along with all the legwork required to fix it.

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

You can opt for Go Extended Warranty for your device up to 6 months after purchasing your device.

- GoWarranty offers a completely cash-less experience. There are no hidden fees or charges.
- GoWarranty is powered by our award-winning Pick-up and Drop service. When your device fails during the term of the extended warranty, we will pick it up, get it repaired and bring it back to you.
- GoWarranty offers a quick and hassle-free claims process.
- All devices will be repaired by authorized Service Centres only. That means your devices will be handled by certified labour and only genuine spare parts will be used to repair your devices.

### The awesome benefits from GoWarranty

Go 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

- **Maximum coverage:** Go 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.
- **100% cashless:** This program is completely cashless. There are no hidden fees or charges.
- **All repair 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.
- **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.
- **Zero paperwork:** Go Extended Warranty has a hassle-free process to file a Service Request. All you need to do is provide us with 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.
- **Genuine Spare Parts guarantee:** Your devices will be repaired by trained personnel and using genuine spare parts every single time.

- **No depreciation:** We will cover the full value of the device till the end of the plan.
- **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.

### Importance of warranty coverage for your product

- **It makes financial sense:** The unexpected costs to diagnose, repair or replace your products can be high. Our protection plans can save you money should the need arise.
- **Appliances last longer:** Even the newest smart and efficient technologies are vulnerable to breakdowns, normal wear and tear, and failures.
- **Manufacturer warranties aren't always enough:** Typical manufacturer warranties don't cover some of the common problems customers face and last only a limited time.

### Your Extended Warranty – How to Activate Your Plan

To register your Extended Warranty, please follow the steps

- Navigate to <https://www.gowarranty.in/activateplan>
- Select the mode of purchase of your warranty plan
- Enter the relevant details
- Follow the onscreen instruction to activate the warranty plan

Upon receiving these details, we will confirm the activation of your Extended Warranty program.

Please call us at our toll-free helpline number 1800 123 868686 for any clarifications.

### Create a Service Request

You can create a request by calling us on our toll-free helpline number 1800 123 868686. Our helpline is available between 10 AM & 7 PM, except Sundays and public holidays.

**After we receive the details, we will send you a Service Activation Email. Please note that no other physical document/pack will be delivered to you**

Thank you once again for using GoWarranty. We assure you of a fantastic service experience.

Yours Sincerely,  
Team GoWarranty

## Terms of GoWarranty

### What Is EWSA (Extended Warranty Service Agreement) From GoWarranty?

GoWarranty EWSA replicates and extends the manufacturer's warranty. This means whenever your electronic appliance or gadget suffers a malfunction or breakdown, we will get it repaired or replaced for you while bearing all the costs required. We do all the followups, transport, procurement of parts including the legwork required to fix it.

GoWarranty offers coverage for all your home appliances, kitchen appliances and gadgets ranging from Air Conditioner, Air Purifier, Audio System, Electric Fan, Geyser, Home Theater & Soundbar, Electric Iron, Room Cooler, Room Heater, Television, Vacuum Cleaner, Washing Machine, Blender, Coffee maker & Grinder, Dishwasher, Electric Kettle, Food Processor, Juicer Mixer Grinder, Microwave oven & OTGs, Refrigerator, Toaster, Water Purifier, Desktop, Digital Camera & DSLRs, Fitness Tracker, Gaming Consoles, Kindle E-Reader, Laptop, Mobile Phone, Projectors, Scanners & Printers, Smartwatches, Tablet, and Virtual Reality gadgets.

You can opt for an extended warranty from GoWarranty for your device up to 9-months after purchasing your electronic device.

### Introduction – What is Covered

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.

E.g., if your television has 1-year manufacturer's warranty, you can opt for an extended warranty for up to 4 additional years. However, if your television comes with 2-years manufacturer's warranty, you can opt for an extended warranty for a maximum of 3 additional years.

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E.g.: If your Television has 1-year manufacturers' warranty, you can opt for Extended Warranty for up to 4 additional years. However, if your Television comes with 2-year manufacturers' warranty, you can opt for Extended Warranty for a maximum of 3 additional years.

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

## Service assurance

GoWarranty 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 period.

If we are unable to repair the device within the promised timelines, we will provide you with 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 Electricals, Sunflame, Symphony, Usha, Maharaja, Morphy Richards, Havells, Orient
Frontload Washing Machines	Samsung, LG, Bosh, Whirlpool
Grooming & Hair Care	Philips, Panasonic, Optima, Braun, WAHL
Irons	Philips, Bajaj, Panasonic, Morphy Richards, Havells
Kettles	Philips, Bajaj Electricals, Optima, Morphy Richards, Havells
Laptops	Apple, HP, Dell,
Massagers	Osim, Paramount, Panasonic
Microwaves	LG, Samsung, Bajaj Electricals
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 Electricals
Semiautomatic Washing Machines	Samsung, LG, Whirlpool, Godrej,
Split AC	Samsung, LG, Panasonic, Carrier, Voltas, Godrej, O'General, Bluestar
Tablets	Apple, Samsung, Nokia, LG, Sony
Toasters	Optima, Bajaj, Sun flame, Philips
Top load Washing Machines	Samsung, LG, Panasonic, Godrej
Window AC	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 a hassle-free experience

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 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 a certificate of protection via Welcome Email from GoWarranty.
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 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 one of the devices.
3. Get your Certificate of Protection within 45 days of purchasing it, the steps required to get your Certificate of Protection are given above. Requests for devices activated post 45 days from the purchase are liable to be rejected.
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 on time. 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 123 868686 or email us on [help@gowarranty.in](mailto:help@gowarranty.in) within 7 days and tell us about a 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 Extended Warranty and not before 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 a minimum of 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. Ensure your device invoice is electronically generated (printed) and has a complete break up of taxes. In the case of manual invoices or fraudulent invoices, rejection of requests will be at the discretion of GoWarranty & Services LLP.
7. Go 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, even if they are covered under manufacturer warranty.
8. 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 your service.

## Frequently asked questions

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

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

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

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 Extended Warranty. We will keep repairing the device until 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 of purchase of the plan, 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, we 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 we have 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 to 2 preventive maintenance check-ups from the brand authorized service centre from the purchase of device till the expiry of your 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 coordinate with Service Centers 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 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 can provide you with a perfect service experience.
2. This service agreement is complete and agreement between GoWarranty & Services LLP. and Customer. The retailer has only authorized dealer of our products and shall not be responsible for any of your grievances with regards to the services to be performed by us 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 GoWarranty & Services LLP.
3. We shall not be liable for delay or failure in furnishing services including suspension of Service Assurance in the event of a strike, government action, an act of God, disruption in global supply chains or any other cause beyond our control.
4. GoWarranty 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 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.gowarranty.in](http://www.gowarranty.in)
9. All rights reserved with GoWarranty & Services LLP.

## Escalations

If you are not satisfied with the services provided by GoWarranty, you can contact us on:

Level of Contact	Name	Mail ID	Phone	Response TAT	Availability
1	Escalations Desk	<a href="mailto:escalations@gowarranty.in">escalations@gowarranty.in</a>	1800-123-868686	4 working hours	10:00 AM to 6:00 PM, Mon to Sat*
2	Sameer Shaikh	<a href="mailto:sameer.shaikh@gowarranty.in">sameer.shaikh@gowarranty.in</a>	9029000101	4 working hours	10:00 AM to 6:00 PM, Mon to Sat*

\*except for public holidays