



# WEC Management System

123 Business Park, Mumbai, Maharashtra 400001

+91 9876543200 | Tanyasharma5535.ts@gmail.com

<b>WEC No:</b>	WEC-01
<b>Date:</b>	6/11/2025

## Warranty Extended Contract

<b>Customer Name</b>	akash singh
<b>Address</b>	New Basti Shankarpur
<b>Contact</b>	76867876
<b>Email</b>	aasibkhan155471@gmail.com

#	Product	Model	Serial	Start	End	Amount
1	AC - LG undefined	HH798n	878979797978	6/11/2025	5/11/2026	₹100

# Terms & Conditions

## **⚠ WHAT IS NOT COVERED UNDER AIR CONDITIONER EXTENDED WARRANTY**

### **1. Physical or Accidental Damage**

- Any breakage, dents, or cracks caused by mishandling, impact, or improper installation.
- Damaged panels, plastic covers, remote control, stands, or outer body parts.
- Damage occurring during transportation or shifting of the AC.

### **2. Damage Due to External Causes**

- Power surge, short circuit, or voltage fluctuation damage (if stabilizer not used).
- Fire, lightning, flood, earthquake, or any other natural disaster.
- Damage caused by insects, rodents, lizards, or other pests.

### **3. Consumable & Non-covered Parts**

The following parts are **not covered**, as they are consumable or user-maintained:

- Air filters, grills, gas pipes, drain pipes, wires, and cords.
- Plastic parts, front panel, knobs, remote control, display glass, and decorative trims.
- Gas leakage or refrigerant refilling due to external causes.
- Batteries, installation material, or brackets.

### **4. Improper Usage or Negligence**

- Failure due to **lack of regular servicing**, cleaning, or maintenance.
- Operation in **commercial areas** (shops, restaurants, etc.) if policy covers domestic use only.
- Usage under improper voltage or environmental conditions.
- Repairs or installation by **unauthorized technicians**.

### **5. Cooling or Gas-Related Issues**

- Cooling loss due to **gas leakage**, corrosion, or pipe puncture.
- **Re-gassing or refrigerant top-up costs** unless caused by a covered internal defect.

### **6. Normal Wear and Tear**

- Gradual reduction in performance or cooling efficiency with age.
- Noise, vibration, or odor that doesn't affect the working condition.

### **7. Cosmetic or Aesthetic Defects**

- Scratches, paint peel-off, fading, or discoloration.
- Rust, stains, or minor surface damage not affecting functionality.

### **8. Unauthorized Repairs or Alterations**

- Any repair, modification, or tampering done by an **unauthorized service provider**.
- Removal or alteration of **serial number labels or warranty seals**.

## **9. Pre-existing Faults**

- Any issue or damage that existed **before the extended warranty period began.**
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## **10. Other Exclusions**

- Damage caused by **improper voltage supply or absence of a stabilizer.**
- Loss of usage, inconvenience, or consequential damages (like water leakage or wall damage).
- **Software/PCB corruption** due to power fluctuation or external devices.

## **⚠️ WHAT IS NOT COVERED UNDER REFRIGERATOR EXTENDED WARRANTY**

### **1. Physical or Accidental Damage**

- Damage due to dropping, impact, or mishandling during movement or installation.
  - Broken shelves, trays, vegetable boxes, door handles, hinges, or outer body panels.
  - Dents, cracks, or deformation of any plastic or metal part.
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### **2. Damage from External Causes**

- Damage caused by **power surges**, short circuits, or voltage fluctuations.
  - Damage due to **fire, lightning, floods, earthquakes**, or other natural disasters.
  - Any damage caused by **insects, rodents, or pests** inside the appliance.
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### **3. Consumable & Non-covered Parts**

The following parts are **not covered** as they are subject to regular wear, tear, or maintenance:

- Plastic parts, shelves, bottle racks, trays, bulb holders, gaskets, handles, or trims.
  - Door seals, light bulbs, switches, knobs, cords, or wiring.
  - Outer body, insulation, or decorative/painted parts.
  - Accessories such as stabilizers, stands, or covers.
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### **4. Improper Usage or Negligence**

- Failure due to **improper installation, lack of maintenance, or not following usage instructions.**
  - Usage in **commercial or non-domestic environments** (shops, hotels, etc.).
  - Overloading, blocking air vents, or using unsuitable power supply.
  - Repairs or servicing done by **unauthorized technicians.**
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### **5. Cooling or Gas-Related Issues**

- **Refrigerant gas leakage** caused by external damage or corrosion of coils/pipes.
- **Gas refilling or top-up cost** unless due to a covered internal mechanical fault.

- Reduced cooling performance due to normal usage or environmental factors.
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## 6. Normal Wear and Tear

- Gradual deterioration in cooling or performance due to aging.
  - Noise, vibration, or odor not affecting core functionality.
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## 7. Cosmetic or Aesthetic Defects

- Rust, paint peel-off, color fading, scratches, or stains.
  - Damage to brand stickers, labels, or front design panels.
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## 8. Unauthorized Repairs or Alterations

- Any repair, modification, or tampering done by **non-authorized service centers**.
  - Product serial number or warranty seal **tampered, altered, or missing**.
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## 9. Pre-existing Defects

- Any defect or problem existing **before** the start of the extended warranty coverage period.
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## 10. Other Exclusions

- Damage caused by **improper voltage, absence of a stabilizer, or electrical fluctuations**.
- Compensation for food spoilage, water leakage, or damage to surrounding property.
- **Software or PCB malfunction** due to power surge or external cause.

## WHAT IS NOT COVERED UNDER WASHING MACHINE EXTENDED WARRANTY

### 1. Physical or Accidental Damage

- Breakage, dents, or cracks due to mishandling, impact, or fall.
  - Damage during installation, relocation, or transportation.
  - Broken lids, knobs, buttons, inlet/outlet pipes, or display covers.
  - Rust, paint peel-off, or cosmetic damage to the outer body.
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### 2. Damage from External Causes

- Electrical surge, short circuit, or voltage fluctuation damage.
  - Fire, flood, lightning, earthquake, or other natural disasters.
  - Damage due to pests (rats, cockroaches, lizards, etc.).
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### 3. Consumable & Non-covered Parts

The following are **not covered**, as they are consumable, decorative, or subject to normal wear and tear:

- Inlet and drain hoses, filters, cords, rubber gaskets, plastic knobs, or covers.
- Outer body panels, display glass, trays, and decorative trims.

- Power cords, plugs, and accessories like covers or stands.
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#### 4. Improper Usage or Negligence

- Failure due to **lack of regular cleaning or descaling**.
  - Usage with **hard water**, improper detergents, or overloading.
  - Use of the machine in **commercial settings** (laundry shops, hostels, etc.).
  - Improper installation or repairs done by **unauthorized technicians**.
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#### 5. Normal Wear and Tear

- Gradual performance decline, reduced washing efficiency, or noise due to aging.
  - Drum imbalance caused by regular use.
  - Normal vibration or operational sound not affecting performance.
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#### 6. Water-Related Issues

- Damage due to **water leakage**, corrosion, or rusting of internal or external parts.
  - Water inlet valve damage due to unfiltered or high-pressure water.
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#### 7. Cosmetic or Aesthetic Defects

- Scratches, fading, rusting, or discoloration of body panels.
  - Damage to labels, stickers, or brand markings.
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#### 8. Unauthorized Service or Modifications

- Repairs or servicing performed by **non-authorized service centers**.
  - Product tampering, serial number removal, or alteration of warranty seals.
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#### 9. Pre-existing Defects

- Any defect present **before** the start date of the extended warranty period.
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#### 10. Other Exclusions

- **PCB or software damage** due to voltage fluctuation or external cause.
- **Consequential losses**, such as floor damage or inconvenience due to downtime.
- Failure caused by **non-genuine spare parts** or **incorrect voltage supply**.

### **⚠️ WHAT IS NOT COVERED UNDER MOBILE EXTENDED WARRANTY**

#### 1. Physical or Accidental Damage

- Cracked, broken, or shattered **screens or body parts** due to drops, impacts, or mishandling.

- Any **external damage** or breakage not related to internal manufacturing faults.
  - **Liquid or moisture damage**, corrosion, or rust inside the device.
  - Damage due to **unauthorized modifications**, pressure, or bending.
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## 2. Damage from External Causes

- Damage due to **fire, lightning, flood, earthquake, or natural calamities**.
  - Damage caused by **power surges**, over-voltage, or short circuits through chargers or cables.
  - **Pest or insect infestation** inside the device.
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## 3. Consumable & Non-Covered Parts

The following are **not covered**, as they are subject to normal wear and tear or user replacement:

- **Battery**, chargers, cables, earphones, SIM trays, or back covers.
  - **Accessories**, external memory cards, stylus, or screen protectors.
  - **Cosmetic parts** such as casing, color fading, logos, or decorative trims.
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## 4. Software, Data, and Network Issues

- **Software corruption**, crashes, or malfunction due to viruses or third-party apps.
  - **Data loss**, corruption, or recovery of user information.
  - Malfunctions due to **rooting, jailbreaking**, or use of **unauthorized firmware**.
  - Network connectivity issues related to SIM, carrier, or service provider.
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## 5. Improper Use or Negligence

- Device damage due to **non-original accessories** or **unapproved chargers**.
  - Using the phone in **extreme conditions** (temperature, humidity, etc.).
  - Failure caused by **improper maintenance** or ignoring system warnings.
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## 6. Unauthorized Repairs or Alterations

- Any repairs, part replacements, or tampering done by **non-authorized service centers**.
  - Removal or alteration of the **IMEI number**, warranty seal, or serial number label.
  - Rooted or modified phones with custom ROMs or firmware.
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## 7. Normal Wear and Tear

- Gradual reduction in **battery backup**, speaker volume, or microphone sensitivity.
  - **Display burn-in**, minor pixel defects, or discoloration over time.
  - **Buttons or ports loosening** due to frequent use.
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## 8. Pre-existing Faults

- Any defect or malfunction already present **before the extended warranty began**.
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## 9. Theft or Loss

- The extended warranty does **not cover theft, loss, or misplacement** of the mobile device.
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## 10. Other Exclusions

- **Third-party damages**, such as screen cracks during accessory installation.
- **Consequential losses**, such as data loss, downtime, or inconvenience.
- **Intentional damage or misuse** to claim warranty.

## **⚠ WHAT IS NOT COVERED UNDER LAPTOP EXTENDED WARRANTY**

### **1. Physical or Accidental Damage**

- Any **damage due to drops, impact, or mishandling**.
- **Cracked screens, broken hinges, keyboard keys, or damaged ports** caused by pressure or mishandling.
- **Liquid damage** or corrosion due to water, beverages, or moisture exposure.
- Damage to the **outer casing, bezels, or decorative parts**.

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### **2. Damage from External Causes**

- Damage due to **fire, lightning, flood, earthquake, or other natural calamities**.
- Damage caused by **power surges**, electrical fluctuations, or short circuits.
- **Pest or insect damage** (rodents, ants, etc.).

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### **3. Consumable & Non-covered Parts**

The following parts are **not covered**, as they are consumable or user-replaceable items:

- **Battery**, power adapter, charging cable, keyboard, and mouse.
- **External devices** like pen drives, hard disks, printers, or accessories.
- **Cables, connectors, screws, bezels, hinges, or plastics**.
- **Cosmetic components** such as labels, paint, stickers, or decals.

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### **4. Software, OS, and Data Issues**

- **Software corruption**, reinstallation, or upgrade of operating systems.
- **Data loss**, recovery, or file corruption.
- Issues caused by **viruses, malware, or third-party applications**.
- System errors due to **user modification or illegal software**.

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### **5. Improper Use or Negligence**

- Use in **non-recommended environments** (excess heat, dust, humidity).
- **Improper maintenance**, blocking air vents, or physical strain on components.
- Use of **non-original chargers**, accessories, or incompatible hardware.
- Operating the laptop without following **manufacturer's care instructions**.

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### **6. Unauthorized Repairs or Modifications**

- Repairs, upgrades, or part replacements done by **non-authorized service centers**.

- Tampering with the serial number, warranty seal, or BIOS lock.
  - Installation of **unsupported hardware or components**.
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## 7. Normal Wear and Tear

- Gradual reduction in **battery capacity** over time.
  - Fading, rust, or discoloration of external parts.
  - Normal wear on touchpad, keyboard keys, or ports due to regular use.
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## 8. Pre-existing Defects

- Any issue or defect existing **before** the start of the extended warranty period.
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## 9. Theft or Loss

- The extended warranty does **not cover theft, burglary, or misplacement** of the laptop.
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## 10. Other Exclusions

- **Third-party damage** or defects caused by peripheral devices.
- **Consequential loss**, such as downtime, loss of data, or business interruption.
- **Intentional damage or misuse** of the product to claim warranty.

## WHAT IS NOT COVERED UNDER TELEVISION EXTENDED WARRANTY

### 1. Physical or Accidental Damage

- **Cracked, broken, or damaged screens** due to drop, impact, or mishandling.
  - **Panel damage or line/black dots/white dots**
  - **display issues** caused by external pressure or bending.
  - Damage during **installation, shifting, or wall mounting**.
  - **Scratches, dents, rust, or deformation** of the cabinet or frame.
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### 2. Damage Due to External Causes

- Damage caused by **power surges**, electrical fluctuations, or short circuits.
  - **Fire, lightning, floods, earthquakes, or other natural disasters**.
  - Damage by **rodents, insects, or moisture** inside the TV.
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### 3. Consumable & Non-covered Parts

The following items are **not covered** as they are consumables or accessories:

- **Remote controls**, cables, wall mounts, stands, or adapters.
  - **Plastic frames, bezels, connectors, or ports** damaged externally.
  - **Decorative trims, switches, and external buttons**.
  - Accessories or add-on devices such as **set-top boxes or HDMI cables**.
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### 4. Improper Usage or Negligence

- Use of the TV in **commercial areas** (restaurants, showrooms, public halls, etc.) if covered for domestic use only.
  - Damage due to **improper installation**, ventilation blockage, or mounting angle.
  - Failure to use **recommended voltage stabilizer** or surge protector.
  - Using the product in **extreme temperature or humidity conditions**.
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## 5. Display or Panel Issues (Non-Covered Causes)

- **Screen burn-in**, image retention, or pixel burnout caused by static images.
  - Dimming or brightness issues due to aging of the panel.
  - Display damage caused by **external impact or pressure**.
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## 6. Normal Wear and Tear

- Gradual deterioration in brightness, contrast, or sound quality over time.
  - Normal aging of the backlight or minor pixel variation.
  - Noises or vibrations that don't affect functionality.
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## 7. Cosmetic or Aesthetic Defects

- Fading, paint peel-off, scratches, or stains on the cabinet.
  - Damage to stickers, labels, or branding marks.
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## 8. Software & Connectivity Issues

- Software glitches, app crashes, or slow performance due to updates.
  - Problems arising from **internet connectivity**, Wi-Fi, or streaming services.
  - **Third-party app** or platform malfunctions (YouTube, Netflix, etc.).
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## 9. Unauthorized Service or Modifications

- Any repairs or tampering by **non-authorized service centers**.
  - **Removal or alteration** of serial number, warranty seal, or internal parts.
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## 10. Pre-existing Faults

- Defects or problems already present **before** the extended warranty began.
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## 11. Theft or Loss

- Loss or theft of the TV set is **not covered** under extended warranty.
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## 12. Other Exclusions

- **PCB or software corruption** due to power surge or external cause.
- **Consequential loss**, such as wall or furniture damage from installation failure.
- **Intentional damage or misuse** to claim warranty benefits.

## **⚠️ WHAT IS NOT COVERED UNDER MICROWAVE & DISHWASHER EXTENDED WARRANTY**

### 1. Physical or Accidental Damage

- Damage due to **dropping, mishandling, or impact.**
  - Cracks, dents, or breakage of body panels, knobs, doors, or trays.
  - **Glass turntable, racks, or trays** broken due to external impact.
  - Scratches, rust, paint peel-off, or deformation of outer/inner body.
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## 2. Damage from External Causes

- Damage caused by **power surges**, voltage fluctuations, or short circuits.
  - **Fire, lightning, floods, earthquakes**, or any natural disaster.
  - **Rodent or pest infestation** inside the unit.
  - Damage due to **corrosion, water leakage**, or improper earthing.
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## 3. Consumable & Non-covered Parts

These parts are **not covered**, as they are consumable, decorative, or subject to user maintenance:

### Microwave:

- Glass tray, roller ring, bulbs, door seal, paint coating, and external covers.
- Accessories such as racks, utensils, or measuring cups.

### Dishwasher:

- Filters, hoses, inlet and outlet pipes, spray arms, racks, baskets, knobs, and seals.
  - Plastic parts, trays, or decorative trims.
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## 4. Improper Usage or Negligence

- Failure due to **incorrect installation, lack of cleaning, or use of unsuitable detergents or utensils.**
  - Overloading, improper loading, or obstructing airflow/water flow.
  - Use of **non-standard or corrosive chemicals** in the dishwasher.
  - Operation in **commercial or non-domestic settings** (restaurants, hostels, etc.).
  - Repairs or service by **unauthorized technicians.**
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## 5. Normal Wear and Tear

- Gradual loss of heating efficiency in magnetron (Microwave).
  - Reduction in wash quality or performance over time (Dishwasher).
  - Noise, vibration, or minor operational sounds not affecting performance.
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## 6. Water-Related Issues

- Water leakage caused by **loose hoses, clogged filters**, or improper plumbing.
  - Rusting or corrosion due to continuous water exposure or improper maintenance.
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## 7. Cosmetic or Aesthetic Defects

- Fading, discoloration, stains, scratches, or rust on outer or inner body.
  - Damage to logos, labels, or brand stickers.
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## 8. Unauthorized Repairs or Alterations

- Any repair, modification, or service done by **non-authorized service centers**.
- **Tampering with serial number**, warranty seal, or internal components.

## 9. Pre-existing Defects

- Any issue or defect **existing before** the start date of the extended warranty period.

## 10. Other Exclusions

- **Consequential loss**, such as wall/floor damage from leakage or heating issues.
- **PCB or electronic control damage** due to power surge or external cause.
- **Intentional or deliberate damage** to claim warranty.
- **Software or sensor calibration issues** arising from improper use.

Note:- Under the extended warranty, claims shall be limited to a maximum of 80% of the product's value, excluding GST.