1. What is Gizsafe?

A: Gizsafe is a one-stop home (appliances, gadgets, 2/4 wheelers, etc) management app where you can retain all information on our listed possessions. We will organise your documentation, acquire the required information, help you in registering them, gently nudge on timelines/deadlines, help you in contacting relevant agencies for scheduled/unscheduled service & maintenance requirements, provide you relevant information on nearest available service centres & spares, etc..etc…

2. Where can I download the Gizsafe app?

A: The Gizsafe app is available both for android and IOS users. You can download both variants of the Gizsafe app from this website, Apple app store for ios users and Google play store for android users.

3. Why should I use the Gizsafe app?

A: Time is premium and so are all the ‘important documentation’ of your prized possessions such as invoice, warranty, AMC, etc. You don’t need to waste you valuable time in navigating through mountains of seemingly irrelevant hard copies of documents or searching for soft copies. With Gizsafe all you documents are organised and available at your disposal for ready access.

4. What all gadgets/ appliances can I add to my library in the app?

A: All your powered gadgets such as home/office appliances, computing devices, mobile phones, 2/4 wheelers, etc can be added to the app for organising.

5. What all information do I need to share about my gadgets/ appliances in the app?

A: You need to provide standard vendor issued documents such as invoices, warranty/AMC documents in .jpg (just take a picture)/.pdf format, model information, etc along with the location of their use.

6. What all information about my gadgets/appliances can be accessed by me in the app?

A: All the information provided by you will be organised by us for easy interpretation. We will also contact the vendors for additional missing information on them. The app will also provide in graphical/pictorial form relevant statistical data about them for your reference. We will also gently remind you about approaching timelines/deadlines such as renewals, scheduled service/replacements, etc.

7. What all personal information do I need to share in the app and why?

A: You need to provide your primary mobile number and email address along with the location where your gadgets/appliances are installed/used. This will help in unambiguous communication with vendors/service providers and retrieval of data where required. Your location access is required for identifying nearest vendors/service providers to your location for timely service.

8. Why do I need to register all my gadgets/appliances?

A: Manufacturer and extended warranty, onsite warranty, Annual Maintenance Contracts (AMC), etc is valid mostly on registered gadgets/appliances with provided location of installation (in some cases). For availing the same; all our gadgets/appliances need to be registered online.

9. How do I register my gadgets/appliances through the app?

A: With Gizsafe; you don’t need to contact individual vendors for registering your gadgets/appliances purchased from multiple vendors and many a times from third party sellers. We will register them for you and update the information for your reference.

10. How do I raise a request for scheduled/unscheduled service/maintenance requests through the app?

A: With Gizsafe; you don’t need to contact individual vendors for registering/ requisitioning scheduled/ unscheduled service/ maintenance for your gadgets/ appliances. You can effortless raise such a request through the app for your listed gadgets/ appliances. We will contact the vendors on your behalf; procure the details regarding assigned technician(s) & timelines, and update the same in the app for your reference. Additionally, you can monitor the progress on your requests and also submit your feedback on the experience for further appraisal of the vendors.

11. What is the advantage of raising a request for scheduled/unscheduled service/maintenance requests through the app?

A: With Gizsafe; you don’t need to contact individual vendors for registering/ requisitioning scheduled/ unscheduled service/ maintenance for your gadgets/ appliances. You can effortless raise such a request through the app for your listed gadgets/ appliances. We will contact the vendors on your behalf; procure the details regarding assigned technician(s) & timelines, and update the same in the app for your reference.

12. Do I need to pay any charges for using the services of the Gizsafe app?

A: We are a young app. You are the pioneer members of our family. We would seek tolerance and feedback from you for initial teething issues, bugs, below expectation service and request resolutions. As a mark of gratitude; all the services of this Gizsafe app will always be free for you.

13. Do I need to pay any charges for the scheduled/unscheduled service/maintenance requested and availed through the Gizsafe app?

A: We at Gizsafe will not charge you anything for our services. The standard tariffs for service/ maintenance/ replacements as applicable can and will be paid by you to the vendors directly.

14. Why do I need to share my primary contact details in the Gizsafe app?

A: You need to provide your primary mobile number and email address along with the location where your gadgets/appliances are installed/used. This will help in unambiguous communication with vendors/service providers and retrieval of data where required. Your location access is required for identifying nearest vendors/service providers to your location for timely service. While there is no restriction in maintaining separate communication details with various agencies; such practices may lead to loss of information and difficulty in retrieval of data.

15. Can I only provide the gadgets/ appliances details without sharing invoice/warranty/AMC details in the app?

A: You can technically do so but are advised against it as you would need to organise and retain all documentations with yourself. Without the relevant data being available with us; you may need to contact vendors directly for service/maintenance requirements.

16. Can I use the Gizsafe app to store and organise information of my gadgets/appliances being used at multiple locations?

A: For all gadgets/appliances installed/used at a particular place; you need to use a separate mobile number/email address for identification as separate user with respect to location for identifying/organising nearest service providers to your location.