

## 5 YEAR COMPREHENSIVE AIR CONDITIONER WARRANTY OFFER

**Godrej & Boyce Mfg. Co. Ltd. (Godrej Appliances)** hereby offers the following extended warranty to the original domestic purchaser of Godrej air conditioners commencing from the date of purchase of product by customer, applicable on installations within India.

The air conditioner shall be repaired in case of any manufacturing defect related to product or its working with the company having the sole discretion in determining the cause of defect.

The air conditioner shall have 5-year extended warranty (1 Year standard warranty + 4 Year extended warranty) on split inverter / fix speed split air conditioners (3 star, 4 star & 5 star as per the latest table change effective July 2022) with the below coverage.

**Coverage:** Labor and all functional parts (compressor, Inverter controller drive, Remote, Indoor PCB, Fan Motors, Heat Exchange coils and Gas Charging)

The extended warranty is applicable on the duration of purchase is from 1<sup>st</sup> September 2024 onwards (until withdrawn at the sole discretion of the company) for individual and retail customers only, subject to fulfillment of ensuing conditions at the time of purchase and installation of air conditioner.

The air conditioner will have extended warranty on functional parts from the date of installation, subject to the following conditions:

- Unit must be purchased through authorized dealer of Godrej Appliances
- Unit must preferably be installed by Godrej Appliances or its authorized service provider.
- During the standard 1<sup>st</sup> year warranty period, the customer is entitled to 2 preventive maintenance services free of charge.
- From second year onwards it is advisable that the customer should get the air conditioner regularly serviced through an authorized Godrej service provider for proper functioning.
- Installation and preventive service by Godrej Appliances authorized service provider is mandatory for anti-leak split AC series.
- The special warranty shall not be in any case extended towards any monetary compensation whatsoever or return or replacement of the product
- In the rare event where part needed for the air conditioner is not available or if the machine can't be repaired, company may, at its discretion, offer depreciation policy to consumer.
- Godrej Appliances reserves the right, at any time, without prior notice, without liability, and without assigning any reason whatsoever, to add / alter / modify / change or vary any / all the offer terms
- Exclusions:
  - The extended warranty offer is not applicable for institutional sale or bulk orders.

- The extended warranty offer is not applicable for institutions or commercial places which are being governed by specific agreements with Godrej & Boyce Mfg. Co. Ltd.
  - The extended warranty offer is not applicable for sale done through marketplace.
  - Installation done outside India
  - Unit installed at the abnormal condition, with improper electrical wirings, voltage fluctuations, external conditions and improper use.
  - Any defects / damages arising by accidents / alterations / misuse / physical abuse / neglect / use of spurious components / fire / flood / earthquake and/or any other act of God / natural calamities or shifted out of India are excluded.
  - Plastic parts are not covered.
  - Defects / damages resulting from force majeure situations, and defects arising other than manufacturing defects / damages are not covered under extended warranty.
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- For quicker resolution the customer should preferably register for authorized installation request through the process below within 7 days of purchase:
    - Call on 1800-209-5511
    - Online registration on website ([www.godrejsmartcare.com](http://www.godrejsmartcare.com))
    - Whatsapp: 9321665511

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