



## Acko Tech. Free Screen Protection Plan

|                           |   |
|---------------------------|---|
| Plan Name                 | Free Screen Protection Plan   |
| Plan Purchase Date        | 09-10-2018  |
| Plan Start Date           | 11-10-2018  |
| Plan End Date             | 10-10-2019  |
| Covered Mobile Phone IMEI | 356646083340968   |
| Mobile Brand-Model        | Apple iPhone 6 (Gold, 1GB RAM, 32GB Storage)  |
| Customer Contact Details  | Name: Ajith Kumar B<br>Mobile Number: 7337217042<br>Email ID: praseenjohn@gmail.com |

## Terms and Conditions

### 1. Plan Eligibility

The Free Screen Protection Plan is offered by Acko Technology & Services Pvt. Ltd. (Acko). It is available on purchase of select Mobiles on Amazon and is auto-activated after the delivery of the Mobile phone. This Plan is not valid for refurbished devices or second-hand devices.

### 2. Plan Benefits

It is a comprehensive screen damage protection plan designed for your peace of mind in case your mobile's screen gets damaged. The key benefits under the Plan are:

- One time free screen repair cost (parts + labor) in case of accidental physical damage of mobile's screen
- Free pick-up & drop for repairs.
- Online tracking of repairs

Acko may also offer alternate modes of repair/repair settlement at its discretion including but not limited to reimbursement of repair cost directly to customer. The benefits under the plan is in addition to the coverage provided under the manufacturer's warranty and is complimentary with the Plan.

### 3. Plan Term

The Plan term is for one year from the date of delivery of the Phone or until a repair request has been raised within the Plan term. Only one repair request is allowed during the term of the Plan

### 4. Plan Exclusions

Mentioned below is the list of exclusions:

- 4.1. Theft or loss of mobile
- 4.2. Any damage other than damage to mobile's screen
- 4.3. Any damages to the accessories including SIM card, memory card, etc. which are not part of the original mobile
- 4.4. Cosmetic damages like scratches, dents, or wear and tear etc.
- 4.5. Any damages reported within 10 days from the delivery of the mobile
- 4.6. Any damages reported after 7 days from the date of damage
- 4.7. Any mobile device purchased on Amazon that is not specifically mentioned as included under the Plan
- 4.8. Mobiles that have undergone repair not authorized by Acko
- 4.9. Damage due to gross negligence
- 4.10. This offer is not available to those customers who purchase the product from the Prime Now App under what's not included

## 5. Plan Activation

You do not need to activate the free Acko Free Screen Protection Plan separately. Your new mobile is automatically covered under the plan from its date of delivery or after 7 days from its date of purchase in case the date of delivery is not available.

## 6. Brands Covered under the Plan

The list of mobile phone brands covered under Acko Free Screen Protection Plan are as follows:

- OnePlus
- Xiaomi
- Samsung
- Vivo
- Apple
- Honor
- Huawei
- Realme
- OPPO

Acko reserves the right to amend this list from time to time at its sole discretion and without notice to customer. Some models of above Brands may not be available with the Free Screen Protection Plan. Kindly read the details on the Phone Details page on Amazon to check inclusion under the Plan.

## 7. Number of Repairs Allowed

Only one repair under 'screen damage repair' can be raised within the plan's term of one (1) year. Only the cost of repairing the mobile's damaged screen will be covered. In case there is any damage other than the screen damage, the customer would have to pay for those repairs separately in a manner prescribed by Acko.

## 8. Repair Raise Process

You need to visit Acko.com to raise a repair request. After you answer a few questions on the website, you need to enter the address from where the damaged mobile needs to be picked up for repair. In case Acko or its representatives including but not limited to any third-party contractors or agents or vendors are not able to pick up the Mobile from your premises due to your unavailability or any reason beyond the control of Acko or its representatives including but not limited to any third-party contractors or agents or vendors, within seven (7) days of the scheduled date of pick-up, the request for repair would be deemed cancelled. You may raise a new repair request thereafter.

## 9. Documents Required for Raising Repair Request

Acko Free Screen Protection Plan follows a completely online and paperless process. Hence, no documents are required for raising a repair request on Acko.com. You will just have to answer a few questions on Acko.com in order to raise a repair request. There is also no deductible or any other fees to be paid by customer at the time of raising a repair request.

## 10. Plan Cancellation and IMEI Change

- 10.1 Since Acko Free Screen Protection Plan is a complimentary plan with the purchase of select new mobiles on Amazon, there is no cancellation under this Plan. If the original mobile purchased on Amazon is returned or rejected or cancelled, then the Plan is also cancelled.
- 10.2 In case the customer has got a replacement for the covered mobile, the onus of furnishing the details such as IMEI and/ or Serial Number of the replaced mobile along with the replacement invoice issued by the Authorised Service Centre (ASC) of the Mobile Original Equipment Manufacturer (OEM) to Acko would lie with the customer.

## 11. General Conditions

- 11.1 Only one repair under accidental damage will be allowed per Mobile phone, irrespective of the decision (approved or repudiated) on the repair.
- 11.2 Acko may, at its sole discretion, also provide cashless repair/reimbursement option to customer.
- 11.3 For Total loss scenario (where the Mobile repair cost is more than the screen repair cost), the Screen Repair value will be paid or reimbursed to customer directly or paid in the form of Amazon Credits or any other manner as deemed fit by Acko.
- 11.4 Acko's liability is only upto the cost of repair of the screen and related labour cost.
- 11.5 Acko Free Screen Protection Plan can be availed only through Amazon (www.amazon.in) or Amazon App for select Mobile Phones
- 11.6 The Plan is not valid for refurbished devices or second-hand devices or any purchase on Amazon without the purchase of the Mobile Phone.
- 11.7 All repair request should be raised on www.acko.com

## 12. Additional Information

- 12.1 In case the purchased mobile is replaced by Amazon, the user shall share the new IMEI with Acko. After confirmation, Acko will transfer the Plan benefits to the new device.
- 12.2 Insurance coverage provided under the Plan is complimentary and in addition to the coverage provided under the manufacturer's warranty.
- 12.3 Acko Free Screen Protection Plan is a charged-one-time product and therefore, the user does not have to pay any charges if they raise a repair request for screen damage only. Any repair cost over and above the screen damage has to be paid by the customer directly. Acko may facilitate the payment of such extra amount to the Repair Centre

## 13. Definitions

- 13.1 **Date of delivery** is the date on which Mobile Phone was delivered as per Amazon records or 7 days from the date of purchase of the Mobile, if such date is not available and the original order was not cancelled, rejected, returned or invalidated in any manner either by customer or seller of the Mobile on Amazon.
- 13.2 **Physical damage** is any externally visible destruction or breakage of the Mobile Screen impacting the functionality of the Mobile Phone. Physical damage does not include minor scratches, dents or any such cosmetic damages that do not impair the usage or functionality of the mobile.
- 13.3 **Repair Centre:** Any repair service provider duly authorized by Acko to carry out the repairs of Mobile phones covered under the Acko Free Screen Protection Plan