

Contoso Warranty Policy

Global Policy & Procedures

Version 1.0 | Contoso Electronics | Azure AI Foundry Case Study

CONTOSO GLOBAL WARRANTY POLICY (ENTERPRISE + CONSUMER)

Effective Date: January 1, 2024

OVERVIEW

This document describes Contoso's warranty program across product categories including Audio, Television, Smart Devices, Appliances, Wearables, Networking, and Accessories. It outlines coverage, exclusions, claim process, regional variations, and examples. This policy is designed to be machine-readable for Azure AI Foundry RAG scenarios and human-friendly for support teams.

1. WARRANTY COVERAGE

1.1 Standard Coverage

- Materials and workmanship defects under normal consumer or professional use.
- Firmware and embedded software when failure is attributable to Contoso-controlled code.
- Accessories included in the original retail box (power adapters, remote, cables).

1.2 Duration by Category

- Audio: 2 years standard, optional extension up to 4 years.
- Television: 3 years standard, optional panel insurance up to 5 years.
- Smart Devices: 2 years standard, optional extension to 3 years.
- Appliances: 2 years standard, 10-year limited motor/compressor coverage.
- Wearables: 2 years standard.
- Networking: 2 years standard, 3-year pro support for enterprise SKUs.
- Accessories: 1 year standard.

1.3 What is NOT Covered

- Damage due to misuse, liquid ingress, pests, cosmetic wear, or unauthorized modification.
- Damage resulting from third-party applications, drivers, or accessories.
- Consumables such as batteries, filters, or pads unless specified otherwise.
- Data loss, indirect or incidental damages.

2. REGISTRATION & PROOF OF PURCHASE

2.1 Registration is encouraged but not mandatory for warranty enforcement.

2.2 Valid proof of purchase includes: retail invoice, order confirmation, or partner invoice.

2.3 For enterprise customers, a master service agreement (MSA) may supersede consumer policy.

3. WARRANTY CLAIM WORKFLOW

3.1 Triage

- Verify ProductID, SerialNumber, and Customer identity.
- Validate warranty status by computing expiry: $\text{PurchaseDate} + \text{WarrantyYears}$.
- Check for outstanding recalls or field notices.

3.2 Resolution Paths

- Advanced replacements for Televisions and Appliances if safety criteria met.
- Repair or part replacement for Audio, Wearables, Networking.
- Software remediation for Smart Devices (firmware refresh, network tuning).

3.3 Turnaround Time (TAT)

- Standard: 5–7 business days from receipt of unit.
- Critical appliances: 48-hour onsite visit in covered regions.

4. REGIONAL MODIFIERS

4.1 EU: 2-year minimum legal warranty; policy aligns with Directive (EU) 2019/771.

4.2 US/CA: State/provincial consumer law complements this policy; no exclusion of statutory rights.

4.3 APAC/MEA/LATAM: Service availability may vary; logistics timelines may extend by 5–10 days.

5. ESCALATIONS & OUT-OF-WARRANTY (OOW)

- OOW repair offered at published rates; 90-day repair warranty on replaced components.
- Goodwill gestures possible for repeat defects within 90 days of expiry (case-by-case).
- Safety-related cases receive priority handling regardless of warranty status.

6. PRIVACY & DATA HANDLING

- Customer data managed per Contoso Privacy Notice.
- Devices may be factory-reset during service; customers should back up data in advance.

APPENDIX A — SAMPLE CLAIM CHECKLIST

- ProductID, SerialNumber, PurchaseDate, Country, Channel
- Fault description, reproduction steps, photos if applicable
- Customer availability for pickup/onsite visit

APPENDIX B — FREQUENTLY ASKED QUESTIONS

Q1: Is international warranty supported? A: Yes, for eligible SKUs with global coverage codes.

Q2: Are refurbished products covered? A: Yes, 1-year limited unless specified otherwise.

Q3: What if the product was a gift? A: Proof of purchase still required; gift receipt accepted.