

Eerna Protect Extended Warranty Plan – Most Important Terms & Conditions

- Eerna Protect Extended Warranty Plan membership is powered by CPP Global Assistance Bangladesh Limited in conjunction with its third party suppliers / service providers
- Your membership begins on the date of purchase of your mobile device but extended warranty service eligibility period will be 12 months post expiry of manufacturer's warranty
- You must provide complete and accurate data at the time of set-up of your membership
- Should you have any queries about these terms and conditions or your Membership, you can contact Us by telephoning on 09612-100 900 (10 AM to 7 PM, Everyday)
- You can purchase the membership along with any smartphone/tablet within 72 hours of device purchase date
- As part of the Eerna Protect Extended Warranty Plan membership, you will be offered the following benefits
 - **Single number assistance:** For any assistance related to your Eerna Protect Extended Warranty Plan - membership benefits including claims related assistance
 - **F-Secure Safe - For Smartphones and Tablets:** For Android & iOS | Remote data wipe & phone lock | GPS tracking | Contacts back-up | Call & SMS blocker | Anti-virus & Anti-malware | Banking Protection | Parental Control
 - **Appointment with Doctor (In India):** Doctor's Online Consultation, Doctor Appointment, Medical Reports Review & Cost Estimate required for any treatment (only for selected Hospitals in India). Call CPP's helpline number 09612-100 900 (10 AM to 7 PM, Everyday)
 - **Complimentary Extended Warranty**
 - As part of the Eerna Protect Extended Warranty Plan Membership, you will be enrolled into a complimentary extended warranty cover for protection of your mobile device/tablet as an insured beneficiary for under the Group Policy taken by CPP Bangladesh for its customers
 - You will be eligible for the repair of the mobile device/tablet which covers mechanical & electrical breakdown up to device price for 12 months post expiry of manufacturer's warranty (coverage same as that provided as part of manufacturer's warranty). Device can be repaired from brand Authorised Service Centre only
 - You must inform about damage incident by calling CPP hotline (daily 10:00am to 7:00pm) within 24 hours of the incident by calling
 - If any repair is done from any un-authorized service centre, you will not be eligible to get service under the offer
 - The complimentary extended warranty cover is provided by Reliance General Insurance Company. Please read the detailed terms and conditions for any queries
 - For claiming the extended warranty service, you will have to make payment of the repair/service charges at authorised service centre and submit a claim to CPP along with required documents (specified by CPP). CPP will submit the documents to insurance company who will process the claim.
 - Once the membership is purchased, it cannot be cancelled. No refund will be offered to you in case of cancellation