



Acko Screen Replacement Plan

Plan Name	Screen Replacement Plan
Plan Purchase Date	2019-09-29
Plan Start Date	01-10-2019
Plan End Date	30-09-2020
Covered Mobile Phone IMEI	351507112244651
Mobile Brand-Model	Samsung Galaxy M30s (Pearl White, 4GB RAM, Super AMOLED Display, 64GB Storage, 6000mAH Battery)
Customer Contact Details	Name: Ganesh Paliwal Mobile Number: 8483805356 Email ID: vivek84505@gmail.com

BY AVAILING THE BELOW PLAN, YOU AGREE AND CONSENT TO YOUR INFORMATION (EXCEPT ANY OF YOUR SENSITIVE PERSONAL INFORMATION) BEING DISCLOSED TO OR SHARED WITH ACKO TECHNOLOGY & SERVICES PRIVATE LIMITED TO ENABLE IT TO PROVIDE YOU THE BENEFITS AS SET OUT IN THE BELOW PLAN TERMS AND CONDITIONS. ALL OF YOUR INFORMATION WILL BE TREATED BY AMAZON IN ACCORDANCE WITH AMAZON'S PRIVACY NOTICE.

The below Screen Replacement Plan Terms and Conditions have been provided by Acko Technology & Services Private Limited and displayed by Amazon Seller Services Private Limited on an 'as-is' basis. Amazon makes no representations as to the accuracy, correctness, reliability or validity of the information provided below and does not provide any guarantees or warranties of any kind, express or implied, whatsoever in relation to the same.

Acko Screen Replacement Plan Terms and Conditions

1. Plan Eligibility

The 12-month Screen Replacement Plan ("Plan") is offered by Acko Technology & Services Private Limited ("Acko") and made available to you on www.amazon.in and the corresponding mobile site and mobile application ("Amazon.in") by Amazon Seller Services Private Limited ("Amazon"). It is available on purchase of mobiles for customers on Amazon.in between 28 th Sept 2019 12 pm to 4 th Oct 2019 and is auto-activated after the delivery of the said mobile phone. This Plan is not valid for refurbished devices or second-hand devices or any device purchased anywhere other than on Amazon.in during the offer period.

2. Plan Benefits

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

- Subject to the "Plan Exclusions" provided below, one-time free screen replacement or repair cost in case of accidental physical damage of mobile's screen,
- Free pick-up & drop-off for repairs (subject to availability of the service at your location), and
- Online tracking of repairs.

Acko may also offer alternate modes of repair settlement at its discretion including but not limited to reimbursement of repair cost directly to customer. The benefits under the Plan are in addition to the warranty coverage which may be provided by the manufacturer.

3. Plan Term

The Plan term is for twelve months from the date of delivery of the mobile ("Plan Term") or until a repair request has been raised within the Plan Term, whichever is earlier. In case the date of delivery of the mobile is not available, the Plan Term would be deemed to have started from expiry of seventh (7 th) day from the date of purchase of the mobile from sellers(s) on Amazon.in and as indicated in the mobile purchase invoice.

Only one repair request per mobile is allowed during the Plan Term.

4. Plan Exclusions

Mentioned below is the list of exclusions:

- 4.1. Theft or loss of mobile or any kind of mysterious disappearance,
- 4.2. Any damage other than damage to mobile's screen,

- 4.3. Any kind of liquid damage or any damage due to spillage of liquid on the mobile,
- 4.4. Any damages to the accessories including SIM card, battery, memory card, ear phones, head phones etc. and those parts which are not part of the original mobile,
- 4.5. Cosmetic damages like scratches, dents, or wear and tear etc.,
- 4.6. Any damages reported after 7 days from the expiry of the Plan Term,
- 4.7. Any mobile device purchased from seller(s) on Amazon.in that is not specifically mentioned as included under the Plan or mobile purchased anywhere other than on Amazon.in,
- 4.8. Any mobile purchased outside the offer period of 28 th Sept 2019 12 pm to 4 th Oct 2019
- 4.9. Mobiles that have undergone repair not authorized by Acko,
- 4.10. Damage due to gross negligence, and
- 4.11. Mobile(s) purchased from the seller(s) using the Prime Now App.
- 4.12. Samsung Brand (Except Note 9 and M Series Smartphones) are not covered under the plan.

5. Plan Activation

You do not need to activate the Plan separately. Your new mobile is automatically covered under the Plan from its date of delivery or, in case the date of delivery of the mobile is not available, after expiry of 7 th day from the date of purchase (as indicated in the mobile purchase invoice).

However, in case the IMEI number of the covered mobile is not available with Acko, you may be required to share the mobile purchase invoice and mobile images displaying the IMEI number with Acko for covering your mobile under the Plan. Such coverage is subject to the Plan terms and conditions.

6. Phones Covered under the Plan

The list of mobile phones covered under Acko Screen Replacement Plan are as indicated on Amazon.in.

Acko reserves the right to amend this list from time to time at its sole discretion and without notice to customers. Kindly read the details on the relevant mobile phone details page on Amazon.in to check if such mobile is included under the Plan.

7. Number of Repairs Allowed

Only one repair request per mobile phone is allowed under the Plan Term. Acko will be required to either reimburse the cost of repairing or replace the mobile's damaged screen. 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 or its service partners.

8. Repair Raise Process

You have to raise a repair request under the Plan by visiting www.acko.tech/repairs. 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 the address provided by you, 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.

9. Plan Cancellation and IMEI Change

9.1. Since this Plan is a complimentary plan with the purchase of select new mobiles from seller(s) on Amazon.in, there is no cancellation available under this Plan. If the original mobile purchased from seller(s) on Amazon.in is returned or rejected or cancelled by you or such seller(s), then the Plan is also cancelled.

9.2. In case the customer gets a replacement for the covered mobile from the manufacturer/seller, 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.

10. Acko's Liability

10.1. In case of any repair other than the cost of screen repair or replacement, the cost would be borne by customer and shall be paid in a manner prescribed by Acko.

10.2. If the customer fails to pay for repairs other than the screen repair cost, Acko reserves the right to return the mobile to customer without repair.

10.3. If the mobile has damage(s), other than screen damage, there will be no benefit available to the customer under the Plan and the cost of repair for such damage shall be borne by the customer.

10.4. In case of total loss where the mobile screen is damaged along with other damages and the cost of repair or replacement of the mobile is more than the invoice value of the mobile or when the mobile phone cannot be repaired, then only the cost of screen repair or replacement will be paid or reimbursed to customer directly or paid in the form of credits or any other manner as deemed fit by Acko. However, if the damage to the mobile is due to any exclusions as mentioned under Clause 4 above, then the customer is not eligible for any benefits under the Plan in case of total loss.

11. General Conditions

11.1. Only one-time screen repair or replacement under accidental damage is allowed under the Plan, 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. Acko's Plan can be availed only through Amazon.in for select mobile phones.

12. Limitation of Liability

Acko shall not be liable for indirect, incidental, special, exemplary, punitive or consequential damages, including lost profits, lost data, personal injury or property damage related to, in connection with, or otherwise resulting from any use of the services, even if Acko has been advised of the possibility of such damages. Further, Acko shall not be liable in the following events:

- 12.1. Damages, liability or losses arising out of your use of or reliance on the services or your inability to access or use the services,
 - 12.2. Damages, liability or losses arising out of any transaction or relationship between you and any third-party provider, even if Acko has been advised of the possibility of such damages,
 - 12.3. Acko shall not be liable for delay or failure in performance resulting from causes beyond Acko's reasonable control. You acknowledge that independent third-party providers providing sales or purchase or repair or logistics services under the Plan may offer services without brand authorization and may not be professionally licensed or permitted, or
 - 12.4. In no event shall Acko's total liability to you in connection with the services for all damages, losses and causes of action exceed the screen repair cost and related labour cost for the covered mobile.
- The limitations and disclaimer in this section 12 do not purport to limit liability or alter your rights as a consumer that cannot be excluded under applicable law.

13. Additional Information

- 13.1. In case the purchased mobile is replaced by the manufacturer or seller on Amazon.in, the customer shall share the new IMEI with Acko. After confirmation, Acko will transfer the Plan benefits to the new device.
- 13.2. Warranty coverage provided under the Plan is complimentary and in addition to the coverage provided under the manufacturer's warranty, if any.
- 13.3. The customer does not have to pay any charges if they raise a repair request for screen damage under this Plan. Any repair cost over and above the screen damage has to be paid by the customer directly.

14. Definitions

- 14.1. Date of delivery is the date on which Mobile Phone was delivered as per Amazon.in records or after expiry of seven (7) days from the date of purchase of the mobile, if such date is not available, subject to the fact that the original order was not cancelled, rejected, returned or invalidated in any manner either by customer or seller of the mobile on Amazon.in.
- 14.2. 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.
- 14.3. Repair Centre: Any repair service provider duly authorized by Acko to carry out the repairs of mobile phones covered under the Plan.