

3. Exchange, Warranty, and Service Policy (Support)

Purpose

This document details the process and conditions for product exchanges, warranty coverage, and after-sales service support. It ensures customers have a clear understanding of eligibility, timelines, and service responsibilities for products purchased through our online and retail channels.

3.1 Exchange Policy

Eligibility for Exchange

Exchanges are permitted in the following cases:

- The received item is **defective, damaged, or incorrect**.
- The product delivered is **incomplete** or missing key components.
- The item differs substantially from its description on the product page.

Exchanges are available **within 10 days of delivery** and subject to stock availability.

To initiate an exchange:

1. Go to **My Orders** → **Request Exchange**.
2. Select the affected product and mention the reason for the exchange.
3. Upload supporting photos or videos of the issue.
4. Once verified, our logistics team will schedule a **reverse pickup** for inspection.

Customers are notified via SMS and email once the replacement product has been dispatched.

Inspection and Approval

All returned items undergo a **Quality Control (QC) inspection** before replacement.

Approval may be declined if:

- The product shows **signs of physical damage** not related to shipping.
- The item has been **used, altered, or repaired** by unauthorized service centers.
- **Accessories, manuals, or packaging** are missing.

Upon QC approval, replacement is shipped within **2–3 business days**.

In case of out-of-stock products, customers may choose between:

- A **full refund**, or
 - **Exchange for a similar model or item** of equal value.
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3.2 Warranty Coverage

Standard Warranty

Most electronic items and appliances are covered under a **1-year manufacturer's warranty** beginning from the invoice date. Warranty services include:

- Repair or replacement of parts with manufacturing defects.
- Free servicing during the warranty period at authorized centers.
- Support for software updates where applicable.

Physical damage, water ingress, and unauthorized modifications are **not covered** under warranty.

Extended Warranty

Customers may purchase an **Extended Warranty Plan** within **30 days of delivery**. Extended plans typically add 1–2 years of coverage and may include:

- On-site technician visits.
- Free pickup and return for large appliances.
- Coverage for power surge-related failures.

Details are available under **My Orders → Protect My Product**.

3.3 Service Requests

Raising a Service Request

Customers can book service appointments via:

- **Help Center → Schedule a Service.**
- **Toll-Free Support Line (1800-000-000).**
- In-store service counters at select locations.

Once a service request is created:

- A **service ticket** is assigned, and customers receive a tracking ID.
- An **authorized technician** is dispatched for inspection within 48 hours (for metro cities) or 72 hours (for other locations).

Service Resolution Timelines

- **Minor repairs** (e.g., software reset, cable replacement): 3–5 business days.
- **Major component replacement** (e.g., display, compressor): 7–10 business days.
- **Warranty replacements** depend on part availability but are typically completed within 14 days.

Customers are updated via SMS and email at every stage.

3.4 Out-of-Warranty Repairs

After the warranty period expires:

- Paid repairs are available at authorized service centers only.
- Customers receive an **estimate** before work begins.
- Genuine spare parts are used, and repairs carry a **90-day service guarantee**.

Unauthorized repairs may void any remaining warranty or service guarantees.

3.5 Escalation and Support

If a customer is dissatisfied with repair timelines or service quality:

1. Contact the **Service Escalation Team** through Help Center → *Warranty Support*.
 2. If unresolved within 5 business days, email **warranty@company.com** with your ticket ID.
 3. Persistent issues are reviewed by the **Customer Experience Head**, who ensures a final resolution within 7 business days.
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3.6 Additional Notes

- Warranty and exchange policies differ slightly across brands; refer to the **brand warranty card** for manufacturer-specific terms.
 - Accessories (chargers, batteries, cases) may carry shorter warranty durations (3–6 months).
 - Products bought during “**Open Box**” sales are covered under a 6-month limited warranty.
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3.7 Contact Points

- **Email:** service@company.com
- **Helpline:** 1800-000-000 (9 AM – 9 PM, Mon–Sat)
- **In-store Desk:** Available at all major outlets for walk-in claims.