

## Warranty & Service

Velvera is committed to delivering a worry-free ownership experience with transparent warranty coverage, nationwide service access, and AI-powered diagnostics. Whether you're in a metro city or a smaller town, support is always within reach.

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### Warranty Coverage

Product Category	Standard Warranty	Extended Warranty Options	Accidental Damage Protection
<b>Smartphones</b>	24 Months	Up to 4 Years ( 1,999– 4,999)	<b>Velvera Care+</b> ( 2,999– 7,999)
<b>Tablets</b>	24 Months	Up to 3 Years ( 1,499– 3,999)	<b>Velvera Care+</b> ( 3,999– 5,999)
<b>Smartwatches</b>	24 Months	Up to 3 Years ( 1,299– 2,999)	<b>Velvera Care+</b> ( 1,999– 3,999)
<b>Audio Products</b>	12 Months	Up to 2 Years ( 499– 1,499)	<b>Velvera Care+</b> ( 999– 2,999)
<b>Accessories</b>	12 Months	2 Years ( 399– 899)	Not Available

All products registered via the Velvera App within 30 days of purchase get an **extra 3 months warranty**.

**What's Covered:** - Hardware defects not caused by physical or liquid damage  
- Manufacturing faults - Software-related issues under standard usage conditions

**Velvera Care+** includes: - **Free screen replacement** - **Liquid damage protection** - **Priority service** - Two claims per coverage year

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### Service Network

Velvera ensures nationwide accessibility and rapid repairs, backed by professional diagnostics and genuine parts.

### Authorized Service Centers

- **400+ service centers** across 29 states and union territories
- ISO-certified facilities with trained Velvera technicians
- Average walk-in service wait time: **<30 minutes**

### Doorstep Service

- Available in **200+ cities**
- Includes:
  - Pick & drop repair
  - On-site minor repairs (battery, port, software)
- Book via the Ververa Care App

### Express Repair Program

- **Same-Day Repairs** for eligible issues such as:
  - Display replacement
  - Battery swap
  - Software recovery
- Applicable for One, Edge, and Nexus series
- Service window: 10 AM–6 PM, Mon–Sat

### Remote & AI Support

- **24x7 Support Channels:**
    - Live Chat via app and website
    - Call: 1800-123-8358
    - Video Assistance (9 AM – 9 PM)
  - **AI Diagnostics:**
    - Run via Ververa app
    - Detects battery health, sensor malfunctions, memory bottlenecks
    - One-tap log sharing with service team
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### Claim Process

1. **Register Complaint:** Via app, website, or customer care
  2. **Schedule Appointment:** Choose in-store or doorstep service
  3. **Real-Time Updates:** Track repair via SMS, app, or email
  4. **Post-Service Summary:** Repair report + care status updated in account
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### For Businesses

- Dedicated **enterprise servicing portal**
- Centralized device tracking and SLA-bound servicing
- Fleet maintenance discounts available

For enterprise queries: **b2bcare@velvera.com**

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For full warranty terms, exclusions, and support policies, visit the official documentation at:

[velvera.com/warranty](https://velvera.com/warranty)

[velvera.com/velvera-care](https://velvera.com/velvera-care)

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**Velvera** — *Technology, Refined. Life, Elevated.*

*Crafted with precision. Powered by innovation. Designed for tomorrow.*