

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.

Warranty Coverage

Product Category	Standard Warranty	Extended Warranty Options	Accidental Damage Protection
Smartphones	24 Months	Up to 4 Years (1,999– 4,999)	Velvera Care+ (2,999– 7,999)
Tablets	24 Months	Up to 3 Years (1,499– 3,999)	Velvera Care+ (3,999– 5,999)
Smartwatches	24 Months	Up to 3 Years (1,299– 2,999)	Velvera Care+ (1,999– 3,999)
Audio Products	12 Months	Up to 2 Years (499– 1,499)	Velvera Care+ (999– 2,999)
Accessories	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

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 Velvera 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 Velvera 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**

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

velvera.com/warranty

velvera.com/velvera-care

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

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