

Velvera Plus — Extended Protection & Accidental Damage Plan

Velvera Plus is our premium, optional paid service plan designed to safeguard your Velvera product investment. Extend your warranty, gain accidental damage protection, and experience prioritized support—ensuring peace of mind and seamless service, year after year.

Velvera Plus Service Plan Benefits

Coverage Area	Standard Warranty	Velvera Plus Plan
Coverage Period	1 Year	Up to 3 Years
Parts & Labor	Included	Included
Accidental Damage (Drops, Spills)	Not Covered	Included (limits apply)
Battery Replacement	1 time/12 months	Up to 2 times/plan
Express Replacement Service	Not Included	Included
Free Shipping (Repairs)	Not Included	Included (2/yr)
24x7 Priority Support	Not Included	Included
International Service Assistance	Not Included	Included

Plan Pricing by Product Category

Device Type	Coverage Duration	Price (INR)	Price (USD)	Key Notes
Flagship & Pro Phones	2 Years	7,999	\$95	Includes accident protection, battery
Flagship & Pro Phones	3 Years	11,999	\$145	
Compact Series Phones	2 Years	6,499	\$78	
Compact Series Phones	3 Years	9,499	\$115	
AI-Centric Phones (Nexus)	2 Years	8,499	\$102	
AI-Centric Phones (Nexus)	3 Years	12,499	\$151	
Reliable & Budget Phones	2 Years	4,499	\$54	Available for Core, Start series only

Device Type	Coverage Duration	Price (INR)	Price (USD)	Key Notes
Reliable & Budget Phones	3 Years	6,499	\$78	
Velvera Pad (Tablets)	2 Years	7,499	\$91	Also covers Velvera Pencil & Keyboard
Velvera Pad (Tablets)	3 Years	10,999	\$133	
Velvera Watch (Wearables)	2 Years	3,299	\$40	
Velvera Watch (Wearables)	3 Years	4,799	\$58	
Velvera Audio Products	2 Years	2,199	\$27	
Velvera Audio Products	3 Years	3,099	\$37	

What's Included

- Extended Warranty:** Adds 1 or 2 years (total up to 3 years) device warranty, including all manufacturing defects.
- Accidental Damage Protection:** Covers screen, body, and internal hardware repairs due to accidental drops, liquid spills, electrical surges, and more (*2 claims per year, deductible applies*).
- Battery Coverage:** Free replacement for performance degradation (max 2 batteries during coverage).
- Express Replacement Service:** Receive a replacement device before returning the original for eligible issues.
- Priority Support:** 24x7 hotline and live chat access with expert technicians.
- International Service:** Coverage honored at authorized Velvera service points globally.
- Free Shipping for Repairs:** Doorstep pickup and delivery for service requests (up to 2 times per year).

Eligibility & Enrollment

- Eligible Devices:** All new Velvera smartphones, tablets, watches, and audio products purchased from authorized sales channels.
- Enrollment Window:** Within 120 days of original purchase date.
- Plan Transfer:** Coverage transfers automatically if device ownership changes via Velvera's official transfer portal.

- **Coverage Start:** Begins on the date of original device purchase.
 - **Proof of Purchase:** Required at time of service request.
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Claim Process

1. **Contact Support:** Reach out via toll-free support, email, or in-app Service tab.
 2. **Remote Troubleshooting:** Velvera agents diagnose the issue.
 3. **Pickup & Service:** For damages or hardware issues, Velvera arranges pickup (where available); most repairs completed within 3–5 business days.
 4. **Express Replacement:** For major faults or urgent needs, eligible customers receive a replacement device in advance.
 5. **Claim Limitation:** Maximum of 2 accidental damage claims per year; unlimited hardware defect claims during coverage.
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Additional Terms

- **Deductible/Service Fee:** For each accidental damage claim, a nominal fee applies (“screen: 1,199/US\$15; other: 1,999/US\$24 per claim”).
 - **What's Not Covered:** Loss/theft, intentional damage, unauthorized repairs, accessories (unless enrolled specifically), or cosmetic-only issues are not included.
 - **Cancellation & Refunds:** Full refund within 30 days of plan activation if unused. Pro-rated refund available within coverage period if no claims made.
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Contact Velvera Plus

- **Coverage Queries & Claims:** plus.support@velvera.com
- **Sales & Enrollment:** plus@velvera.com
- **Live Chat:** Velvera.com/support

Full plan terms, exclusions, and privacy practices available at velvera.com/plus

Velvera Plus — Smart protection. Total peace of mind.