

Complete Laptop Protection - Terms and Conditions

Important points for Complete Laptop Protection

Flipkart's Complete Laptop Protection protects your Laptop against issues covered in the Plan, including manufacturing defects, accidental damage and liquid damage.

What issues are covered under this plan?

Any manufacturing defects as per manufacturer's warranty

Accidental Damage

Liquid Damage

How to claim?

You can raise 2 types of requests with us under this plan:

For repair due to any defect/damage in your product - You can call our dedicated helpline number - 080-69290899 or 080-45471099 to raise a request

	Functional Issue	Damage
0-10 days	Flipkart Replacement as per the return policy	-Repair -Refund if unable to repair(as per Remaining Sum Assured)
10-365 days	-Repair -Replacement/Refund if unable to repair (as per Remaining Sum Assured)	-Repair -Refund if unable to repair(as per Remaining Sum Assured)
365+ days- End of plan	-Repair -Refund if unable to repair(as per Remaining Sum Assured)	-Repair -Refund if unable to repair(as per Remaining Sum Assured)

Salient points covered under this plan:

Cost of at-home service or pick & drop service based on pincode serviceability.

Customer is entitled to raise any number of manufacturing defects covered by the brand as per the manufacturer's warranty duration.

Customer will be allotted benefits (sum assured) at the purchase of the policy as per the table below to claim any number of repairs. All sum assured amounts for service features will be reduced by the repair value post completion of each claim.

Overall benefit to the customer will be capped as per the remaining sum assured for each service feature, sum assured values at the purchase of policy will be as per below table :

Year	Service feature	
	Manufacturing Defect (MD)	Accidental/Liquid Damage (ADLD)
1	Any no of times	55%
2	60%	40%
3	40%	30%

all values as a % of the Purchase Price

For Example: If a customer claims an Accidental/Liquid Damage repair of value 20% of the purchase price, all sum assured amounts will be reduced by 20%. Remaining sum

assured to customers will be as below

Ex: Remaining Sum Assured if the 1st claim is 20%		
Year	Service feature	
	Manufacturing Defect (MD)	Accidental/Liquid Damage (ADLD)
1	Any no of times	35%
2	40%	20%
3	20%	10%

If repair is not possible, Customer will be entitled to replacement or refund capped as per remaining sum assured benefits at the time of the claim.

In case of a refund, defective device shall be handed over by the customer to the service provider (as may have been appointed by Jeeves). The ownership of the defective product shall be transferred to Jeeves/service provider. All benefits of CLP will cease to exist post hand over of defective device and refund to the customer.

To know more details about the policy, visit the detailed Terms and Conditions below:

Complete Laptop Protection - TERMS AND CONDITIONS

The following are the terms and conditions for the Complete Laptop Protection program (hereinafter referred to as "Plan") operated by Jeeves Consumer Services Private Limited, hereinafter referred to as "Jeeves", incorporated under the Companies Act, 1956 and having its Corporate office at L-169, 13th Cross, 5th Main, Sector 6, HSR Layout, Bangalore - 560102. The Plan is operated on the platform (www.flipkart.com)/ Flipkart M App/ Flipkart Lite Platform ("Platform"). This Plan Offers WARRANTY service. Terms and Conditions of both offerings are mentioned separately below.

Plan Period is as per plan tenure purchased and starts from the invoice date
WARRANTY TERMS AND CONDITIONS

The terms and conditions for Warranty offering in Complete Laptop Protection, hereinafter referred to as "CLP" shall be fully binding on the customer for the Laptop covered, herein referred to as "Covered Product".

A) Products Covered/Qualified Products ("Product")

The Flipkart Complete Laptop Protection is available for:

Laptops of selected brands and models only.

B) Defined Terms:

The following terms, when capitalized, if not defined elsewhere in these T&Cs shall have the meanings assigned to each such term below:

Purchase Price: is the purchase price of the Covered Product prior to any discounts but including applicable taxes

CLP Coverage Start Date: is the date of the invoice of the Covered Product

CLP Coverage Term: is as per plan tenure purchased and starts from the CLP Coverage Start Date subject to these T&Cs.

Sum Assured /Coverage Amount: This is the total amount allocated per service feature in the policy that can be spent on repair/refund when the customer is filing a claim

Remaining Sum Assured: At any point of time within CLP Coverage Term, is the Sum Assured minus the sum of the previous claim amounts

SLA: SLA (Service Level Agreement) is defined as the total time elapsed between first on-site visit for repair to when the product is back in working condition after repair

Part Payment: is calculated as repair estimate minus Remaining Sum Assured

Invoice: The original invoice that has been issued to you by the retailer for purchase of the Covered Product

Business Days: excludes weekends, national & regional holidays

C) What is covered?

At home service or pick and drop service based on pincode serviceability

Cost of parts

Accidental and Liquid Damage

Any manufacturing defects as per manufacturer's warranty terms

All benefits mentioned above are capped as per RSA

D) What is not covered?

Any intentional damage to the device including but not limited to misuse, abuse, neglect or improper maintenance.

Any unauthorized repair of the device or replacement of parts including but not limited to improper installation of Operating System, HDD, SSD, and/or RAM. Theft or Loss of device.

If the warranty seal on CPU or covered products have been broken or altered, the warranty of the product will be void.

Damage to the product caused by improper installation, improper connection or malfunction of a peripheral device such as a printer, optical device, network card or USB device, etc.

Damage to the product caused by any external electrical fault, power surge.

Batteries (except for the period when manufacturer warranty is applicable), Corrupted HDD, charger, USB cord, earphone, headphone, aesthetic issues or periodic deterioration is not covered under the policy.

Normal wear and tear items, not integral or necessary to the functioning of the products or routine service, or if there is wear and tear on the parts.

Replacement, fixes, installation of any software not installed by respective brand/company.

Issues or costs arising due to unauthorized repairs carried out on the Covered Product, improper usage and defects due to electrical wiring, plug(s), switches, extension box, inverter, grounding defects, damages due to sudden surge fluctuation, fluctuating voltage, loose contacts etc.; and damages resulting from external causes like rat-bite(s), insect infestation or intrusion.

Breakdown on account of any accessories not originally provided by the manufacturer of the Covered Product.

Issues arising as a result of non-operating or cosmetic deterioration that does not affect the functionality or operation of the Covered Product.

Breakdown caused by a failure to follow the manufacturer's installation or operating instructions.

Damage to computer hardware, software and data caused by, including, but not limited to virus, application programs, network drivers, source code, object code or proprietary data, support, configuration, installation or reinstallation of any software or data.

Malfunction of the Covered Product resulting from inadequate safekeeping, storage at high temperatures or humidity, storage with mothballs or leakage of batteries.

Service made necessary by any external cause, including fire, theft, fraud, criminal activity, acts of God, alteration, problems arising from software or

hardware not supplied by the Manufacturer.

Commercial usage of product as defined forth - Commercial usage means products used in an industrial or commercial setting. An industrial or commercial setting is defined as non-residential, multi user, communal or industrial use.

Products used in an office environment, in which administrative, clerical or professional activities are conducted, do not fall under this exclusion.

Any defects which are subject to manufacturer's recall or which are covered under any other program or reimbursement.

Service of product on which the Manufacturer's label or logo, rating label or serial number has been defaced or removed.

While processing the Claims, if at any time, Jeeves determines that there has been any misrepresentation, wrongful description, fraudulent activity or non-disclosure of any material fact significant to the Claim, then all benefits under this Plan as well the Processing fee shall be forfeited. The Plan will automatically stand terminated vis-a-vis the Covered Product.

Processing fee is Rs 1000

Replacement of missing parts, the provision of retrofits or preventative maintenance is excluded.

Service of products which are not supported by valid Proof of Purchase by customer shall not be admissible under the policy.

Service on third party products or software not supplied/authorized by the Manufacturer that may be installed in or used in connection with the product.

Jeeves will be excused from its Complete Laptop Protection obligation if during the course of the Manufacturer's Warranty the manufacturer was to refund to the Customer the cost or portion of the cost of the covered product in settlement of its warranty obligations.

Any further damage to the product (either performance or in efficiency) due to delay or detention or in connection with guarantees .

Loss or damage to accessories or parts that are not integral to the functioning of the product.

E) Buying Complete Laptop Protection and availing services

Complete Laptop Protection can be purchased from Flipkart website at the time of Product purchase.

Information on CLP, registration of a breakdown call, changing of registered address or other customer / product details can be obtained from: Toll-free number 080-69290899 or 080-45471099

Service - Monday to Saturday except public holidays. Working hours â 9:30 am to 6:30 pm. Appointments for home visits will be fixed as per mutual convenience

F) Terms of coverage

The CLP is applicable for a period as per plan tenure purchased and starts from the date of invoice.

This CLP only applies to items purchased as new. There is no cover for items described as âusedâ, âsecond handâ or ârefurbishedâ product.

You must be at least 18 years old on the date of purchase of this CLP.

This CLP is limited to products with Manufacturer's Warranty that is purchased in select cities within defined geographic boundary of the Republic of India.

Information on whether CLP services are available in your city will be provided at the point of purchase of the CLP.

The CLP shall become effective once Jeeves, at its sole discretion, accepts the application of the customer and shall continue to remain in force for the period as applicable, unless terminated earlier as per terms herein.

At point of service, Customer is required to show

proof of purchase (either 1. Product purchase invoice AND/OR 2.

Original Manufacturer's Warranty certificate/card) of product.

Images of the device against which policy is purchased as required by the service provider appointed by Jeeves

Any other document as may be required by the service provider or Insurer appointed by Jeeves

Jeeves reserves the right to deny service and cancel the Complete Laptop Protection, without any refund whatsoever if customer fails to produce the above information.

In case of Accidental & liquid damage and extended warranty, a processing fee will be charged. The total liability of the Plan would be up to sum assured.

However the Customer can request for repair by paying the remaining repair cost provided that remaining sum assured is more than zero.

In case replacement has to be issued by brand under manufacturer warranty, it will be as per availability of the replacement products with the brand.

G) Scope of coverage

This CLP covers the cost of parts and labour charges for at-home service or pick and drop service within the city/municipal limits of the Service partner Network Centers as defined by Service Partner.

During the validity of the CLP, Service Partner will attend to the defects reported by the customer, including replacement of the defective components that are required to be replaced to make the product functional. This is subject to the condition, the breakdown of the Product being due to normal usage.

All defective components replaced by Jeeves with a new component or component equivalent to new in performance when used, shall become the property of Jeeves and Customer shall not claim any right to the same.

In case the cost of repair exceeds the sum assured or the product cannot be repaired or for reasons beyond its control, Jeeves shall have the discretion to refund the Remaining Sum Assured. This discretion of which lies solely with Jeeves and shall be binding on the Customer.

In case a refund is made, defective device shall be handed over by the customer to the service provider and CLP for the product will be terminated.

In case replacement is offered by the brand under the manufacturer's warranty, CLP shall be transferred to the new product with remaining available benefits.

Customer shall intimate Jeeves and provide proof of replacement in order to avail the benefits.

The maximum liability under this Contract shall be the Sum Assured.

H) CLP covered product usage

Product is used only for domestic & personal and not for commercial purposes
Product is used as per the manufacturer's guidelines and as specified in the user manual supplied along with the Product.

For scenarios, where your address gets changed post-purchase of this Plan, repair facility option would only be applicable if the New Address falls under "Serviceable Addresses". In case, New Address does not fall under "Serviceable Addresses", You will not be able to avail any benefits under this Plan.

Product is used in the location as per the address was given by the Customer to Jeeves at the time of purchase. Address change, if any, should be notified within 7 days in advance by the customer by calling toll free number 080-69290833 or 080-454710471099

I) CLP stands void if

The serial number of Product has been altered, defaced or removed.

The product which has been transferred by Customer to any other person. In case of CLP being gifted, Warranty Protection transfers as ownership. If Product is transferred as gift offline, Jeeves needs to be notified of the transfer within one month (30 days) of purchase of CLP.

J) Representation and Responsibilities of Customer

To avail service, Customer must produce to Jeeves, at the time of registration of complaint and at point of service - proof of purchase of this CLP and Product purchase invoice.

Customer shall provide a representative of Jeeves, complete access to Product in order to effect necessary adjustments and/or repairs.

Customer shall provide adequate storage space for spare components, test Product/Equipment and adequate working space, light, heat, ventilation and electric current for use of Jeeves representative for provision of Services at Customer's location.

K) Charges and payments

Charges payable by Customer are inclusive of taxes, duties or levies unless explicitly stated

Upon prima facie confirmation on the applicability of Plan, customer is required to pay a processing fee 1000 Rs as communicated to you over your registered email id and mobile number

L) Other terms & conditions

While Jeeves promises to attend the defects for the product covered under CLP on priority, Jeeves shall not be responsible for delays in service and consequential loss if any to the customer. The maximum liability of the Jeeves shall be limited to refund of the CLP cost paid by the customer less taxes.

In case the Product under CLP is sold/transferred to another party or the product is not available at the registered address/location, the CLP shall get automatically terminated and no refund shall be applicable.

In case of part payment, time period between the time of intimation about the part payment to the customer and the time till the payment is paid by the customer is excluded from the Service Level Agreement.

M) Cancellation of CLP

Notwithstanding any of the above, Jeeves shall be entitled to cancel or change the scope of services without any notice in any of the following events:

If the Customer is in breach of CLP

If the Customer is declared insolvent or bankrupt

If a trustee is appointed to take over the assets of Customer

If the original manufacturer refunds the price of Product to the Customer

The conditions of Force Majeure continue for such a length of time that further performance of Services would be commercially frustrating

If Customer fails to adhere to the requirements as prescribed by Jeeves

Customer shall have the option to cancel the CLP within 10 days of delivery of the Covered Product, subject to not availing any service under the Flipkart CLP terms. For cancellation of the Flipkart CLP and arranging refund, customer will be required to cancel the order in the "My Orders" section or by contacting Flipkart customer care.

In the event of cancellation for any reason whatsoever, Jeeves shall be entitled to recover all outstanding payments due and payable by the Customer. Jeeves shall, under no circumstances be responsible for refunding any amounts to the Customer including without limitation due to cancellation of the CLP by Customer or by Jeeves.

N) Revalidation of CLP

Jeeves only offers transfer of CLP services from one location to another, if the new address is serviceable by our service provider (as may be appointed by Jeeves from time to time) . Customer can intimate to Jeeves by calling Jeeves on [080-69290899](tel:080-69290899) & [080-45471099](tel:080-45471099) of the new address and obtain the validation of the CLP at the changed location. In the absence of such validation or if Jeeves does not have service facility at the changed location, Jeeves shall have the discretion to reject the claim/benefits and no refund shall be applicable. In case the Manufacturer replaces the product during the warranty period, Customer is to intimate the same to Jeeves and submit a copy of the replacement note given by the Manufacturer for revalidation of the CLP for the replaced product having different serial number.

O) Data protection

The details you provide to make your CLP purchase will be stored and used by the Administrator â Jeeves Consumer Services Pvt. Ltd. This information may be shared with third parties for the purpose of handling claims and repairs. Your data will, at all times, be held securely and handled with the utmost care in accordance with all principles as defined by the Data Protection Laws of India.

P) Service Recovery policy for CLP, at product level

The promised SLA of Jeeves under these Terms and Conditions are subject to restrictions based on local, State and Central Government's notification on operation of the Jeeves from time to time and unavoidable circumstances, force majeure events and in other emergencies. You agree and confirm that Jeeves shall not be liable for any breach of the SLA arising out of such local, State and Central Government's restrictions on movement, lockdowns, unavoidable circumstances, force majeure events and in other emergencies.

The SLA period for Jeeves under these Terms and Conditions shall be calculated from the day lockdown/restrictions are lifted or the emergency ends at the respective locations.

At times, unforeseen events disrupt the supply of spare parts for an extended period of time, or manufacturing brands, at times, are unable to provide spare parts due unforeseen circumstances in their operations. While Jeeves will make all efforts to provide a resolution in the committed timelines, the Service Timeline will not apply when spare parts supply is disrupted due to events over which Jeeves has no control, especially when those events disrupt global supply chains. However, Jeeves shall inform you of any such delay and provide you confirmation from the brands or its authorized representatives on the delay.

Scenario	Policy terms	Service Recovery
Service Service Level Agreement breach (Excluding customer-initiated breach)	Service Service Level Agreement: 21 business days from the date of first on-site visit for repair	If there is a breach of service Service Level Agreement then Jeeves will issue an Service Level Agreement of Rs. 500 as Token of Apology TOA

Provision of this Service Recovery Policy shall be sole and conclusive remedy available to customer for any breach of timeline under Service Level Agreement.

D) General Terms and Conditions for Complete Laptop Protection

This Plan is valid only in India. The minimum age of the customer to participate in the Plan is 18 years.

This Plan is open to only end customers and not resellers.

The Original Laptop and New Laptop should be bought on the platform. This document is an electronic record in terms of Information Technology Act, 2000, and the Rules thereunder as applicable and the amended provisions pertaining to electronic records in various statutes as amended by the Information Technology Act, 2000. This electronic record is generated by a computer system and does not require any physical or digital signatures. The customer releases and holds harmless Flipkart and Jeeves, its agents, affiliates, and employees from and against any claims, damages, or liability of any kind, including personal injuries, death, or property damage, or any direct, indirect, consequential, incidental or other damages, which the Customer or anyone else may suffer as a result of participation in this Plan. The Plan is valid only on a limited inventory and is valid only for a limited period of time.

The customer agrees that his contact details can be shared by Flipkart with Jeeves. Flipkart Order ID and contact details of the Customer will be shared by Flipkart with Jeeves for verification purposes. The usage of personal data is subject to Jeeves's privacy policy and Flipkart's privacy policy here: <http://www.flipkart.com/s/privacypolicy>. By participating in the Plan, customers agree to the collection and usage of their personal information by Jeeves and acknowledge that they have read and accepted Jeeves's and Flipkart's privacy policy. Further, the Customer hereby agrees that his personal information may be transferred by Jeeves or any other entity involved in the management of the Plan.

The operation of the Plan is subject to force majeure events and on the occurrence of such an event, the Plan may be withdrawn at the sole discretion of Jeeves and Jeeves shall not be liable for damages under any circumstances. Flipkart hereby excludes and disclaims all liabilities, whether direct or indirect, that may arise due to the Plan, including but not limited to postponement or cancellation of the Plan. The customer shall contact Jeeves for any disputes/issues related to the Plan and Flipkart shall not be held liable for any such disputes/issues. Further, the Customer agrees that for any defects regarding the Product, the Customer shall have direct recourse against the seller of the Product and Flipkart shall not be held liable.

Jeeves shall be solely responsible for fulfilling the terms of this Plan. Flipkart shall not be liable for any loss, injury or any other liability arising to the customers as a result of the Jeeves failure to honour its obligations with respect to the customer. Any claims made by the customer owing to any act or omission by Jeeves with regard to the Plan shall be the sole liability of Jeeves, and Flipkart shall not be liable in this regard.

Customer understands that the Plan is run by Jeeves and/or through the participating sellers on the Flipkart Platform and Flipkart shall not be liable towards the quality of the product/device and/or fulfilment of the Offer and/or warranty claims and/or after sales services of any product. Any claim or dispute in relation to the same must be directed towards Jeeves, seller and/or the manufacturer of the product.

The Plan is subject to applicable laws and regulations and is void where prohibited by law. In the event that the operation, security, or administration of the Plan is impaired in any way for any reason, including, but not limited to fraud, virus, or other technical problem, Jeeves may, in its sole discretion, either cancel the Plan and refund the Price suspend the Plan to address the impairment and then resume the Plan in a manner that best conforms to the spirit of these laws.

By entering into this Plan, the customer agrees to indemnify and keep Flipkart harmless against all damages, liabilities, costs, expenses, claims, suits and proceedings (including reasonable attorney's fees) that may be suffered by Flipkart as a consequence of (i) violation of the terms of this Policy by the customer; (ii) violation of applicable laws; (iii) any action or inaction resulting in willful misconduct or negligence on the Customer's part.

All taxes or liabilities payable to any regulatory authority shall be borne by the customer and/or billed to the account of the customer.

The Plan and the Terms and Conditions herein shall be governed by the laws of India and courts of Bangalore shall have exclusive jurisdiction over any disputes arising out of this terms and conditions.

Jeeves will not be responsible for any loss of data stored in the device.

Customer's device may be formatted during the repair process. Customer will be responsible to backup data before handing over the device to the pickup agent.

The customer is required to note that this Plan cannot be availed along with any other product exchange offer being run by Flipkart. If the Customer avails the Plan, these terms and conditions shall be the entire terms and conditions applicable to such Plan and no other terms and conditions with respect to the exchange of the Product shall be applicable.

Subject to the above, all the terms and conditions of the Plan as given hereof and standard terms and conditions, user agreement, privacy policy (subject to change) of www.flipkart.com shall be applicable on the Customer. In the case of any conflict between the terms and conditions contained herein and the terms and conditions, user agreement, terms of use and privacy policy of flipkart.com, the terms and conditions, user agreement, terms of use and privacy policy on flipkart.com shall prevail

In case of any discrepancy in modes of communication in any of the terms between these Terms and Conditions and any other mode of communication, the Terms & Conditions takes precedence over all such source, the terms set forth in these Terms and Conditions shall prevail.

Jeeves shall facilitate any in-warranty calls made by customer by coordinating with the OEM and keeping customer informed at all steps during the service request till closure of service request. Jeeves is not accountable or liable for any delay in service from the brand for claims that fall under manufacturer's warranty category and no refund will be provided by Jeeves for manufacturer's warranty claims.

Customers should approach Jeeves within 24 hours of device delivery for any in-transit damage or new issues faced post-delivery

If we are unable to provide onsite repair or pickup service due to lack of courier service by logistics and courier partners in such locations then customers can go ahead and repair the defective device on their own at brand authorized repair service center with due approval on the claims on the repair estimate. In such repairs customers will have to submit the brand authorized repair service invoice to claim the reimbursement, subject to prior approval for the repair is obtained and all the required documents should be submitted to Jeeves over the mail.

If a customer is unable to repair the laptop on his/her own from the respective brand authorized service center then the customer has to courier the defective unit to Jeeves nominated service center for further processing. Jeeves will reimburse the courier charges to customers

Customer should handover the laptop to Jeeves appointed technician for repair at the service center in case device defective validation or repair is not possible at the customer doorstep as solely determined by Jeeves appointed technician

If a customer is unable to repair the laptop on his own then Jeeves will provide a refund of the Sum assured amount.

We are committed to extend the best possible services to our customers. However, if you are not satisfied with our services and wish to lodge any feedback or complaint, please write to:

Event	Mail ID	Availability
Escalation	support@jeeves.co.in	09:30 AM to 6:00 PM, Mon to Sat