



## **MOST IMPORTANT TERMS AND CONDITIONS (MITC)**

**OneAssist Warranty Protection Plan for Large Home Appliances (LHA) Product:** OneAssist Warranty Protection Plan provide coverage against electrical, mechanical, and electronic breakdown of registered Product. The Plan Period starts from the date of activation of the plan, where we provide complete support to the customer in bringing back your Product to the same state where it was before the Breakdown.

### **Plan Activation**

Plan activation is subject to the channel from which the plan is purchased. Plan details will be shared with you on activation of the plan on your registered contact details. In case you have not received the details within 15 (Fifteen) days from purchase, please reach out to your point of sale.

### **How to register a repair request?**

- In case of any defect, you can register a service request on OneAssist App (login using your registered mobile number).
  - a) Download our mobile application from - <https://onelink.to/afkpu6>
  - b) You can also chat with us at <http://www.oneassist.in/live-chat>
- Your Service should be registered with OneAssist via OneAssist App or website within 7 (seven) calendar days of its occurrence beyond which the request will be rejected

### **Cancellation Grid**

<b>Period from activation date</b>	<b>Refund Percentage is calculated as a percentage of Plan fee</b>
0-15 Days	100%
16-30 Days	75%
Above 30 Days	0% (No Refund)

### **- Keep your documents ready for smooth experience**

- a) Invoice Copy
- b) Replacement letter in case of appliance replaced within warranty or by the OEM due to any other reason containing old and new serial number both
- c) Any other document as may be required under the Plan

### **Service Inclusions**

- a) Administration Support Services to arrange for repairing of the registered product during the plan period.
- b) Multiple Service Request, up to the Device Purchase Invoice Price or Coverage value whichever is less.
- c) Any liability arises related to the service of the registered product during the manufacturer warranty period will be on the customer. OneAssist will have no financial liability pertaining to the registered product during the Manufacturer Warranty Period.
- d) After expiry of the manufacturer warranty period, the benefit provided under the Plan (as opted by the customer) the financial liability of OneAssist will be limited to getting the appliance repaired (max up to the invoice price or coverage value whichever is lesser) or the customers will be given a Suitable Mode of Settlement or a redeemable voucher as per the discretion of OneAssist in case below scenarios occurs during the Plan Period;
  - i. The repair estimate (Cost of Repair estimate) is
    - o exceeding 80% of coverage value, OR
    - o more than balance coverage value
  - ii. Appliance is non-repairable (due to any reason)
  - iii. Spare Part(s) are unavailable, reasons of which are beyond OneAssist's control

### **Service Exclusions**

- a) Physical Breakage and Liquid Damage
- b) Any service or support beyond the Plan Period
- c) Customer should be using the Product according to manufacturing guidelines. Any issue in the Product that occurs due to non-adherence to manufacturing guideline will be rejected under this Plan



- d) Software related issues, consumables & Accessories
- e) Actual Serial number mismatch from the data available with OneAssist

**Excess fee**

- a) No Excess or Additional Fee is applicable in the plan

**Deductible** will be applicable as below -

Product	After Manufacturer’s warranty period			
	1st Year	2nd Year	3rd Year	4th Year
Television	20%	35%	60%	80%
Non-Television	15%	30%	55%	75%

Above % is applicable on Market Operating Price (MoP) or Invoice value, whichever is lower.

**Sample examples for Repair or Settlement request during the Plan Period**

Code	Calculation	Particulars	Repair	Settlement	
			Scenario 1	Scenario 1	Scenario 2
A	-	Coverage value	20,000	20,000	20,000
B	-	Previous Service Request (wherever applicable)	5,000	0	10,000
C	A - B	Balance Coverage value	15,000	20,000	10,000
D	-	Repair Estimate	8,000	18,500	12,000
E	<i>If (D) &gt; 80% of A OR (D) &gt; C then 'Settlement', otherwise 'Repair'</i>	<i>Service Request Decision</i>	<i>Repair</i>	<i>Settlement [D &gt; 80% of A]</i>	<i>Settlement [D &gt; C]</i>
F	-	MoP	-	18,000	18,000
G	F * Deductible % (As per Policy)	Deductible (Assumed 20%)	-	3,600	3,600
H	F - G	Residual Value	-	14,400	14,400
I	3% of A	Salvage amount	-	600	600
J	[Lower of H or C] - I	Value of Settlement to the customer	-	13,800	9,400

**DETAILED TERMS & CONDITIONS**

Congratulations on purchasing this OneAssist Warranty Protection Plan). Please read the terms and conditions, so that you understand the benefits under this plan.

This “Plan” has been entered into between OneAssist Consumer Solutions Private Limited, herein after referred to as "OneAssist", incorporated under the Companies Act, 1956 and having CIN U93090MH2011PTC218163 and the name & address of the customer, as referred in OneAssist Welcome Communication to as “Customer”, mentioned in the application form. The terms & conditions of this Plan shall be fully binding on the customer for the Product registered.

**PART I: GENERAL TERMS AND CONDITIONS**

**1. GENERAL DEFINITIONS**

1.1 **Plan(s):** shall mean either or all the services package offered by OneAssist from time to time, which services may have optional add-on components or features, details of which are mentioned in the Welcome letter kit / Welcome email / Welcome message.

- 1.2 **Plan Fee:** shall mean the fees charged by OneAssist for the purchase of the Plan(s) availed by the Customer and set out in the respective Plan details. The Plan Fee is applicable for the respective duration of the plan as mentioned below. The Plan Fee is inclusive of all applicable taxes.
- 1.3 **Plan Terms and Conditions /Plan Terms:** shall mean the Specific terms and conditions separately in PART II below with this General Terms herein which shall be specifically applicable in relation to each Plan(s).
- 1.4 **Plan Period:** shall mean commence from the date of Plan activation and continue uninterrupted for total duration specified in the Plan details, during which Customer is entitle to administrative support services in accordance with the manufacturer's warranty terms and shall continue to receive equivalent Manufacturer's Warranty benefits after the manufacturer's warranty period for 1, 2, 3 and 4 Years (as per the plan selected) along with other benefits as set forth under this Plan Terms and Conditions., unless terminated earlier in accordance with Plan terms herein. Total Plan Period cannot exceed 5 years.
- This Plan herein shall continue to remain in force if due to any reasons, the original manufacturer replaces the Product of the Customer with the Product of the same model during the Manufacturer's Warranty Period subject to such information being shared by you with OneAssist on any such occasion.
- 1.5 **Manufacturer's Warranty/ Guarantee:** The original warranty/ guarantee provided by the respective manufacturer to the respective product as per manufacturer's warranty/ guarantee terms & conditions. The manufacturer's warranty given for defects in construction and workmanship for a defined period as mentioned at the time of purchase, starting from the date as defined by the manufacturer and used under normal conditions in a non-commercial setting
- 1.6 **Manufacturer's Warranty/ Guarantee Period:** The uninterrupted period of the Manufacturer's Warranty/ Guarantee as stated on the original official manufacturer's warranty/ guarantee certificate and publications.
- 1.7 **Breakdown:** Means as below;
- 1.7.1 The sudden and unexpected failure or defect of one or more mechanical, electrical, or electronic components of the registered Product.
- 1.7.2 Arising from an internal defect in materials or workmanship (excluding normal wear and tear or gradual deterioration).
- 1.7.3 Causing the component(s) to cease performing their intended function and necessitating repair or replacement.
- A Covered Breakdown will vary by Product according to the applicable Manufacturer's Warranty/Guarantee terms and includes only such failures that fall within the warranty scope for domestic electrical/electronic Products under this Plan. The Plan covers mechanical or electrical breakdown, including—but not limited to—any internal defect or functional stoppage. Coverage is limited to the extent provided under the original Manufacturer's Warranty/Guarantee and as per the Plan Terms.
- 1.8 **Product:** includes the Appliance/Device owned by the Customer specifically mentioned in the Purchase Invoice and registered under the Plan. The Product should be for indoor domestic use only and should not use for commercial, rental or profit generation purpose
- 1.9 **Applicable Product Category:** Air Conditioner, Air Cooler, Air Purifier, Dishwasher, Dryer, Food Processor, Fryer, Home Theatre, Microwave Oven, OTG, Refrigerator, Television, Vacuum Cleaner, Washing Machine, Water Heater, Water Purifier manufactured in India or is legally imported in India and sold through official channel by an invoice and Manufacturer's Warranty/ Guarantee certificate. Plan will be valid on any 1 of the above products as declared at the time of onboarding.
- 1.10 **Obsolete Product** – Any Product that is outdated and is no longer in production /distribution.
- 1.11 **Official Channel:** Manufacturer, Manufacturer Subsidiary company, OneAssist Authorized Retailer/ Dealer/ Distributor, Authorized Service Partners, Online Retail channel and OneAssist official website & apps.
- 1.12 **Service Partner** means any third-party logistics or repairs service provider affiliated with OneAssist. OneAssist will repair the defective product by Manufacturer /OneAssist Authorised Service Centres/Experts using genuine spare parts. OneAssist only works through reputable service providers so that the product is in good hands.
- 1.13 **Normal Operating Condition:** Ability of the product to perform its specified function subject to the acceptable level of change in performance due to ageing or climatic conditions. The acceptable level of change for this purpose will be as per the respective Manufacturer's specifications.
- 1.14 **Normal use:** Use of the product in accordance with the Manufacturer's guidelines for Product usages including but not limited to regular maintenance and upkeep of the Product, usage of specified protection device such as voltage stabilizer.
- 1.15 **Onsite Repairs:** The repair technician will visit the registered address where the product has been installed to provide the repair services.

- 1.16 **Cancellation Period:** shall mean the number of days from the date of activation of the Plan(s) within which the Customer may cancel the Plan(s) and obtain a full refund of the Plan Fee.
- 1.17 **Personal Information/Data:** shall mean and include only a) Name b) Address and c.) Date of Birth of the customer.
- 1.18 **We, Us, Our:** The issuer of Plan i.e., OneAssist Consumer Solutions Pvt. Ltd
- 1.19 **You, Your, Customer:** The individual to whom We are issuing Our Plan. Name and Address as referred in our Welcome Communication to as “Customer”
- 1.20 **Coverage value:** means the maximum cumulative liability or cover which a customer can raise a service request within the respective membership tenure. Coverage value will be equal to Purchase Invoice value as per OneAssist records or original purchase Invoice value, whichever is lower
- 1.21 **Balance Coverage value:** Coverage Value – Sum of all Previous Service request (if any)

## 2. PURPOSE

- 2.1 These terms and conditions (“Plan Terms”) shall govern the transaction between OneAssist Consumer Solutions Private Limited (“OneAssist”) and the party whose name appears on the Order mentioned in the Welcome letter kit / Welcome email / Welcome message (“Customer”) in relation to the Plan(s) provided by OneAssist.
- 2.2 These general terms and conditions define the framework and the respective obligations of the parties. Specific terms and conditions relating to the specific Plan(s) that has been availed or subscribed to by the Customer supplementing or derogating from these general terms and conditions may be agreed to in writing which shall be annexed to this Plan Terms.
- 2.3 Customer acknowledges the receipt of the Plan, as applicable and agrees to be fully bound by the relevant Plan Terms and Conditions. In the event, the Customer activates the protection Plan by sharing Product details or avails of any service or benefit under any of the Plan, or registered a repair request within the Plan Period, the Customer shall be deemed to have accepted the Plan Terms and Conditions unconditionally, unless otherwise notified.

## 3. CUSTOMER CONSENTS AND CONFIRMATIONS

- 3.1 Further, the Customer has and hereby consents to the use of the Personal Information by OneAssist for the purposes of providing the various services under the Plan(s) offered by OneAssist. OneAssist respects the privacy of the Customer and the confidentiality of Customer’s Personal Information so collected by OneAssist by itself or on its behalf and shall take all reasonable steps to protect it and maintain its confidentiality.
- 3.2 The Customer also hereby consents to the Personal Information being disclosed by OneAssist to any third party including any Insurer of OneAssist and or Service Partner of OneAssist who will be either providing the benefit and/or services on each of the Plan(s) for the purposes of fulfilment of the services or if required by law.
- 3.3 The Customer expressly and without limitation, consents to OneAssist or its Service Partners recording phone calls between the Customer and OneAssist on OneAssist’s helpline numbers set out in the relevant Plan in order for OneAssist to inter alia (i) provide a record of the instructions received from the Customer and to share the same with the Service Partners, if required, (ii) allow itself or its Service Partners to monitor quality standards, (iii) training purposes, and (iv) meet legal and regulatory requirements.
- 3.4 The Customer acknowledges that OneAssist has the sole right to vary the features/benefits under the Plan(s) or the Plans or the amount or rate of the Plan Fee or part thereof, from time to time.
- 3.5 The Customer hereby provides his/her consent to OneAssist for appointing employees/collection agents to collect amounts payable to OneAssist, as may be considered necessary in the sole discretion of OneAssist and which shall be at the sole risk and cost of the Customer.
- 3.6 The Customer acknowledges that OneAssist may engage third parties including Service Partners for the fulfilment of the services and the Customer hereby consents to OneAssist disclosing, to the extent relevant, the Customer’s Personal Information and/or details of Plan(s) availed by the Customer to inter alia (a) our affiliates Service Partners (b) to our suppliers, vendors, for the purposes of servicing the Customer.
- 3.7 The Customer hereby consents to OneAssist identifying any other Service Partner and/or products that may be of some interest to the Customer.
- 3.8 The Customer hereby consents to receiving period SMS / WhatsApp message/ email communication from OneAssist of information pertaining to its plan features / services.

## 4. TOTAL FEES/CHARGES

- 4.1 OneAssist shall charge the Plan Fee from the Customer for availing of the Plan(s) from time to time and for the duration of the respective Plan. The Plan Fee shall be payable in advance and the Customer may make a one-time payment of the Plan Fee for the applicable period or authorize OneAssist with appropriate debit instructions to deduct the Plan Fee from the Customer's bank or credit/debit card from time to time including applicable taxes and levies.
- 4.2 The Plan Fee(s) for the respective Plan(s) shall be as more particularly set out in the Plan.
- 4.3 Activation of OneAssist Plan(s) is subject to realization/receipt of the Plan Fee by OneAssist.

**5. SERVICING OF REQUESTS**

- 5.1 The Customer acknowledges and understands that service benefit or settlement method of any benefit shall be at the sole discretion of One Assist and/or their Insurer
- 5.2 Any service requests made by the Customer under the Plan during Plan Period shall be subject to the following:
  - a) The Customer having met and complied with the Plan Terms and Conditions (as applicable). This also applies to Plan Terms and Conditions set out herein and any others which may be added to the Plan Terms and Conditions as communicated to the Customer at a later date.
  - b) The Customer having provided OneAssist with full and accurate information in connection with the plan benefits, as applicable.
  - c) The Customer having acted in a bona fide manner to register a service request;
  - d) The Customer having complied with the requirements of OneAssist and/or their Insurer for the purposes of processing the service request may be required from time to time:
    - i) Invoice copy
    - ii) Any other document as may be required
- 5.3 Notwithstanding anything contained hereinabove, OneAssist and/or their Insurer shall not be obliged to entertain any service request from the Customer unless (i) the Customer is over the age of 18 (eighteen) years and a resident of India, and (ii) the Plan Fee up to the date of has been paid.

**6. CANCELLATIONS/ RENEWAL/TERMINATION**

- 6.1 OneAssist will cancel the Plan if OneAssist does not receive the Plan Fee (all inclusive) on the date it is due.
- 6.2 OneAssist will cancel the Plan if the Customer has at any time:
  - a) agreed to help any third party to try to fraudulently or dishonestly obtain money from OneAssist and/or their Insurer; or
  - b) is in violation of applicable law as may be relevant to the use of the Plan(s); or
  - c) failed to meet the Plan Terms & Conditions, or to act in good faith, openly, honestly and in a bona fide manner towards OneAssist and/or their Insurer including by providing false or inaccurate information; and
  - d) Customer fails to return to OneAssist or its authorized Service Partner(s) any goods/devices temporarily lent to him/her or money advanced on an emergency basis to him/her or tickets or hotel bookings made on behalf of the Customer, and which are to be returned/reimbursed/paid as per the terms of the Plan to OneAssist or to its authorized Service Partner.
- 6.3 If notice of termination is provided by the Customer within the Cancellation Period, a full refund is available. However, if the Customer has registered a service request or availed of any benefit under the Plan at any time during the Cancellation Period, no refund will be available. After the expiry of the Cancellation Period, for any cancellation by the Customer, OneAssist will not refund the Plan Fee.
- 6.4 For refund and refund related queries, customer will have to reach back to the point of Sale only.

<b>Period from activation date</b>	<b>Refund Percentage is calculated as a percentage of Plan fee</b>
0-15 Days	100%
16-30 Days	75%
Above 30 Days	0% (No Refund)

\*The above refund percentage is calculated on Plan Fee.

**7. CONFIDENTIALITY**

7.1 OneAssist shall make reasonable efforts to ensure that the Personal Information of the Customer is kept confidential and not disclosed to any third party except to the extent required for fulfilment of services.

## **8. REPRESENTATIONS AND WARRANTIES**

8.1 The Customer represents that he/she is completed the age of 18 (eighteen) years and is a resident of India.

8.2 The Customer is in compliance with the applicable law as may be relevant for the Plan (s) which is availed of by the Customer

8.3 The Personal Information provided by the Customer for the purposes of availing of the Plan(s) is and shall be true and accurate.

## **9. OBLIGATIONS AND COVENANTS OF THE CUSTOMER**

9.1 If the Customer receives a benefit as contemplated under any specific Plan and it is later discovered that the service request was dishonest, fraudulent or false, OneAssist shall have the right to and will take steps to recover from the Customer, such payment(s) made to the Customer, either by OneAssist or a third party, as the case may be.

9.2 The Customer undertakes that he/she shall strictly comply with the terms of usage contained in the Plan in relation to the use of the Plan(s).

9.3 The Customer acknowledges, confirms and covenants that the object of the Plan(s) being availed of or provided by OneAssist is not an 'insurance product' and that the Customer has availed of the Plan(s) in accordance with this understanding.

9.4 The Customer undertakes and covenants that he/she shall not use / make use of the Plan(s) to or in the course of usage of the Plan(s), upload, display, publish, update, disseminate or transmit content or information that:

- a) belongs to another person and to which the user does not have any right to, or which is confidential;
- b) is an impersonation of another person, grossly harmful, harassing, blasphemous defamatory, obscene, pornographic, paedophilic, libellous, invasive of another's privacy, hateful, or racially, ethnically objectionable, disparaging, relating or encouraging money laundering or gambling, or otherwise unlawful in any manner whatever;
- c) harm minors in any way;
- d) infringes any patent, trademark, copyright or other proprietary rights.
- e) deceives or misleads the addressee about the origin of such messages or communicates any information which is grossly offensive or menacing in nature.
- f) contains software viruses or any other computer code, files or programs designed to interrupt, destroy or limit the functionality of any computer resource; or
- g) Threatens the unity, integrity, defence, security or sovereignty of India or seditious, friendly relations with foreign states, or public order or causes incitement to the commission of any cognizable offence or prevents investigation of any offence or is insulting to any other nation or violates any other provision of law.

## **10. LIMITATION OF LIABILITY**

10.1 OneAssist shall not be liable for any incidental, consequential, exemplary, special or indirect damages (including, but not limited to, loss of profits, revenues, data and/or use). OneAssist disclaims all implied warranties of merchantability, fitness for a particular purpose, and non-infringement. OneAssist's total liability under the relevant Plan shall not exceed the Plan Fee.

10.2 OneAssist shall not be liable to the Customer for any damages resulting from or related to any services performed by OneAssist hereunder, including, but not limited to, any loss of data or software, inability of OneAssist to correct any errors, malfunctions and defects in the Product/equipment/hardware/software delay of OneAssist in performing any services hereunder.

## **11. INDEMNITY**

11.1 The Customer hereby agrees to defend, indemnify and hold OneAssist and its officers, directors, employees and subcontractors harmless from any and all losses, damages, liabilities, verdicts, settlements, judgments, costs, and expenses (including reasonable attorneys' fees) incurred by OneAssist or its officers or employees arising out of:

- a) any wrongful act or omission of the Customer in relation to the usage of the Plan(s);
- b) any wilful misconduct, gross negligence or fraud by the Customer;

- c) any failure of the Customer to comply with the applicable law;
- d) any breach of the representations, warranties, obligations and covenants of the Customer or a default of the Customer's obligations; and
- e) any third-party claims arising out of the Customer's use of the Plan(s).

11.2 This indemnity will survive the termination of the Plan Period and is in addition to and not in substitution of the other remedies and rights that OneAssist may have, either at law or under this Plan

## 12. NOTICES

12.1 Any notice required under the Plan must be in writing and must be either (a) delivered in person, (b) sent by first class registered mail, or air mail, as appropriate, or (c) sent by overnight courier, in each case properly posted and fully prepaid to the appropriate address set forth herein at OneAssist Consumer Solutions Private Limited, latest address available at website (<https://oneassist.in/>).

12.2 Any written communication, billing statement or notice from OneAssist to Customer will be deemed as served within 48 hours of posting by ordinary mail or earlier as the case may be.\

## 13. MISCELLANEOUS

13.1 This Plan Terms will inure to the benefit of the legal successors of OneAssist. Other than as stated above, no assignment of the Terms is possible. Customer shall not assign any right or interest or delegate any obligation arising herein to any person without OneAssist's prior written consent.

13.2 OneAssist will not incur any liability to the other party on account of any loss or damage resulting from any delay or failure to perform all or any part of these Terms if such delay or failure is caused, in whole or in part, by events, occurrences, or causes beyond the control and without negligence of the parties. Such events, occurrences, or causes will include, without limitation, acts of God, bandhs, riots, acts of war, natural disaster, fire and explosions, or any other events reasonably beyond the control of either party. Customer agrees that it shall be its responsibility to be aware of the Plan and the changes therein. Ignorance if any shall be the total responsibility of the Customer. OneAssist reserves the right to amend the Plan Terms and Conditions and/or the Plan Period and/or the Plan features and/or Plan Fee. Upon such amendment, such Plan Terms will become applicable immediately and will be intimated to the Customer in due course. If the Customer does not accept the amendment of the Plan, he shall have the right to terminate Plan and Plan Period with appropriate notice as may be specified in section "CANCELLATIONS/RENEWAL/TERMINATION". The alteration of the Plan and/or the Plan Period shall be deemed accepted where the Customer continues to use the services available under the Plan for one (1) month after the amendment has taken effect.

13.3 The General Terms along with the relevant Specific Plan Terms constitutes the entire agreement between the parties with respect and in relation to the Plan (including any modification or amendment thereto) subscribed or availed of by the Customer and supersedes all previous communications, representations, understandings, and agreements, either oral or written.

13.4 The Agreement shall be governed by the laws of the Republic of India.

13.5 The parties hereto unconditionally and irrevocably agree to submit to the exclusive jurisdiction of the competent Courts in Mumbai about any matter or dispute arising hereto or any other documents that may be executed by the parties hereto.

## PART -II: THE SPECIFIC PLAN TERMS AND CONDITIONS

This Plan is structured to deliver seamless service support in accordance with manufacturer standards throughout the Plan period, offering the Customer peace of mind and uninterrupted product support.

## 14. PLAN KEY FEATURES

This Plan is designed to deliver a seamless and continuous protection experience, maintaining consistent service quality and coverage throughout the Plan Period, mentioned in your Welcome Communication. The Customer will receive administrative support services under this Plan during the entire Plan Period. During these periods, repair requests will be processed in accordance with this Plan Terms and Conditions, and through Our Service Partner to ensure compliance and quality.

### 14.1 One request to OneAssist

- a) The Plan ensure support in registering and coordinating all repair requests exclusively with Authorised Service Centres, designated by the Manufacturer while in Manufacturer Warranty Period as per the Plan Terms and Conditions
- b) In the event of breakdown post Manufacturer warranty period, OneAssist will arrange the repairs via OneAssist Authorised Service centres
- c) In the event of Breakdown of the Product, the Customer can use the OneAssist Mobile application, Website ([www.oneassist.in](http://www.oneassist.in)).
- d) The Customer shall have continuous access to a dedicated call centre for assistance with repair request initiation and service co-ordination

\*Customer hereby consents to OneAssist acting on its behalf and to do all such acts necessary in the performance of its obligations as set out herein

#### **14.2 Mobile Application**

With the OneAssist Mobile Application, the customer can track the status of your repair at every stage. The customer can remain updated on the status of service request on a real-time basis and can view it in a timeline form from the date it was created till the time it was resolved

#### **14.3 Repair at Doorstep**

Once the customer has intimated OneAssist of breakdown and provided the required documents, OneAssist or their Service Partner will get the product repaired at customer's doorstep. In case product is not repairable at customer's registered address, OneAssist will provide free Pick up & drop of product free of cost for the customer for Breakdown post manufacturer warranty period

#### **14.4 Repair by Authorised Service Network using Genuine Spare Parts**

OneAssist will repair the defective product by Manufacturer /OneAssist Authorised Service Centres/Experts using genuine spare parts. OneAssist only works through reputable the Service Partner so that the product is in good hands. The process is completely cashless for the customer.

#### **14.5 Truly Unlimited Manufacturer Warranty Repairs**

We facilitate administration support services to help the Customer avail the benefits of the original manufacturer's warranty, with all service requests handled exclusively through authorized service channels to ensure consistency, authenticity, and peace of mind. Upon expiry of the original manufacturer's warranty, the Customer shall automatically continue to receive the same level of warranty benefits via OneAssist Service Partner for an additional period as opted by you, with benefits extended seamlessly under this Plan.

### **15. WHAT ARE THE PLAN BENEFITS**

#### **15.1 Administrative Service/Support –**

- i. OneAssist ensures end-to-end facilitation & co-ordination between the customer & the Manufacturer - from the time the issue is reported to OneAssist - to getting the repair request logged with the Manufacturer to co-ordinating with Manufacturer to ensure customer is getting the time service & finally closing the service request for the customer
- ii. OneAssist will provide support to the customer in registering the service requests with the Manufacturer and arranging a service technician with the Manufacturer to fix the breakdown, follow up and service status update, arrangement of transportation of the appliance (if applicable). Cost of transportation of the appliance (if any) to be borne by the Customer.
- iii. In case there are any defects or damages are not available under the manufacturer's warranty terms, then the customer needs to bear the actual cost of such repair.
- iv. OneAssist will not be responsible in case of any delay in repairing the Product due to unavailability of parts with the Manufacturer.
- v. In case of a Product being not repairable, it will solely be the responsibility of the manufacturer brand to pick up the damaged Product and provide a suitable replacement as deemed fit by them.
- vi. No Repair Request Period of 10 (ten) days of Plan Period– customer will not be able to be registered any service request within the first 10 (ten) days of device purchase. Any DOA (Dead on Arrival) or DAP (Dead After Purchase) cases to be taken up by the customer directly with the manufacturer or retailer or the Manufacturer.

15.2 Terms & Conditions replicates the terms and conditions of the Manufacturer's Warranty against any malfunctions or Breakdown for the Plan Period opted for by You. OneAssist will organize for the repairs to normal operating condition or replace at Our discretion with an equivalent product or provide a suitable mode of settlement at our sole discretion, after it has suffered a Breakdown during normal use.

15.3 OneAssist and/or their insurer will provide the cost of repair and /or suitable mode of settlement for the Breakdown of Your Product as mentioned in the Plan, after the Manufacturing Warranty Period, subject to this Plan terms and conditions, exceptions and limitation contained in the terms and conditions of this program, or herein or endorsed in future.

15.4 Mentioned below are the spare parts list with their status. This list is illustrative and subject to change from time to time in accordance with the Manufacturer's Warranty Terms

<b>Products</b>	<b>Spare Parts included under Plan</b>	<b>Spare Parts Excluded in Plan</b>
AIR CONDITIONER (SPLIT, WINDOWS, INVERTER)	Main PCB, Display PCB, Valve, Evaporator Coil, Condenser Coil, Sensors, Fan Motor, Inverter PCB, Capacitor, Capillary, Relay/Olp, Compressor, Thermostat, Swing Motor	Remote Controls, Blower, Connecting Pipes, Fan Blades, Filters, Louvers, Plastic Parts, Outer Cabinet, Plastic, Rubber, Power Cord, Sheet Metal Parts, Connecting Wires/Sleeves/Hose/Cables, Consumables.
AIR COOLER	Capacitor, Control Panel, Drain Valve, Motors, PCB, Switch, Water Pump	Filters, Honey Comb, Knobs, Body, Plastic & Rubber Parts, Consumables.
AIR PURIFIER	Capacitor, Motor, PCB	Dust Filter, Assy Blower, Pre-Air Filter, Plastic & Rubber Parts, Consumables.
DISHWASHER	Capacitor, Control Panel, Drain Pump, Drain Motor, Heating Assembly, Inlet Valve, PCB, Pressure Switch, Door Switch, Thermostat	Nozzle Assembly, Rack Assembly, Assy Filter Salt, Door Assy, Control Knobs, Plastic & Rubber Parts, Consumables.
MICROWAVE OVEN	Capacitor, Control Panel, Diode, Door Switch, Heating Element, Magnetron, Thermostat, Timer, Turntable Motor, Transformer	Mica Sheet, Glass Plate, Cavity, Plastic & Rubber Parts, Consumables.
REFRIGERATOR (FROST FREE, DIRECT COOL)	Capacitor, Capillary, Compressor, Condenser Coil, Evaporator Coil, Fan Motor, PCB, Relay/ Olp, Sensor, Thermostat, Timer, Inverter PCB, Thermal Defrosting, Thermal Fuse, Defrost PCB, Defrost Heater	Any Plastic Parts, Gas Kit, Internal Light Bulb, Cabinet & Shelves, Wheels & Stands, Door Handle, Door, Evaporator Door, Pre-Filter, Concealed Coil, Connecting Wires, Consumables, Rubber Parts.
TELEVISION (LCD, LED_FHD, LED_SUHD, LED_HDR, LED_UHD, QLED)	Main PCB, Display PCB, Panel, Micro Switch, Sensors, Speakers, Ticon Board, Combo PCB, LVDS Cable, Power Switch, Board Logic, Switches, Back Light	Remote Controls, Keys, Metal & Plastic Parts, Screen Damage, Table Stand, Remote, Cable & Cords, Software, Consumables
WASHING MACHINE (FRONT LOADING, FULLY AUTOMATIC, SEMI AUTOMATIC)	Brake Plate, Capacitor, Clutch Assembly, Couple Damper Valve, Door Lock, Drain Valve, Gear Assembly, Heating Coil, Inlet Valve, Motor, PCB, Sensor, Timer, Suspension, User Panel Board, Buzzer	Spin Drum, Belts, Lint Filter, Wire Harness, Main Body, Drain Hose, Inlet Hose, Plastic/ Aesthetic Part, Drum Assembly, Control Knobs, Connecting Wires/ Cables, Inner Tub, Consumables.
WATER HEATER	Heating Element, Inlet Valve, Thermostat	Water Storage Tank, Plastic & Rubber Parts, Consumables.
WATER PURIFIER	Booster Pump, Dc Choke, Float Switch, Leaf Switch, PCB, TDS Sensor, Valve, UV Lamp	Filters- Prefilter Spun, Sediment Filter, Activated Carbon Filter, Membrane Filter, Neo Lamp, Water Tank, Plastic & Rubber Parts, Consumables.
DRYER	Thermal Fuse, Heating Element, Door Switch, Cycling Thermostat, Main PCB, Capacitor, Main Motor, Control Panel	Drive Belt, Lint Filter, Light Bulb, Body.
FOOD PROCESSOR	Assy PCB, Capacitor, Gear Box, Main Motor, Thermistor, Speed Selector	Carbon Brushes, Aluminium Holder, Blender Handle, Blender Jar, Cord & Plug Assembly,

	Switches, Coupler, Micro Switch, Base Housing With Motor, Blade Assembly, Overload Relay, Speed Control Switch/Knob, Indicator	Grinder Holder, Grinding Cup, Hexagonal Nut, Housing, Lid, Rubber Gasket For Liquidizer, Speed Control Knob Rubber, Stopper
FRYER	PCB, On/Off Switch, Heating Element, Potentiometer, Thermostat	Upper Housing, Lower Housing, Handle, Power Cord, Knob, Power Indicator, Basket.
HOME THEATRE	Flash Motor, Bluetooth Circuit, Speaker, Wifi Circuit, Wireless Module, PCB, Power Board, Optical Connector, Connecting Strip, Mother Board, CD Lens, Amplifier Board, Display PCB	HDMI Cable, Arc Cable, Wire Harness, Aux Cable, Connecting Wire.
OTG	Timer, Motor-Rotating/Fan, Capacitor, Control Panel, Thermostat, Heating Element	Grill, Glass
VACUUM CLEANER	Assy Main PCB, Main PCB, Main Motor, Thermostat, SMPS, Power Switch Assembly, Radar Sensor, Left & Right Wheel Assembly, Cliff Sensor, Fan Motor	Power Cord, Hose Pipe, Nozzle Assembly, Battery, Water Tank, Charging Dock, Charging Stand, Dust Tank, Battery

- 15.5 This plan provides the cost of parts and labour for the Product on an onsite service basis. Cost of transportation is included, if required, for transporting the unit to the service centre and back for repairs which are not technically advisable to be performed at Your premises, applicable only after expiry of the Manufacturer's Warranty Period.
- 15.6 After expiry of the Manufacturer's warranty period, the Repair or Replacement of the parts depends on One Assist sole discretion. For standalone labour cases, if the Breakdown is due to failure of the specific parts as per list mentioned above and not falling under the scope of exclusions mentioned below services will be provided.
- 15.7 Total benefit available for Repair Request under Plan shall not be greater than then the coverage value of the registered product.

## 16. KEY CONDITION

- 16.1 PLAN is limited to products that are purchased in select cities within defined geographic boundary of the Republic of India ("Designated Cities" / "Serviceable Locations").
- 16.2 Plan only applies to items purchased as new. There is no benefit available for Product described as 'used', 'second hand' or 'refurbished'.
- 16.3 Plan can be bought for product that carry a minimum Manufacturer's Warranty/ Guarantee on the Product of 12 (twelve) months. OneAssist may reject any service request for products having Manufacturer's warranty period less twelve (12) months
- 16.4 Standard Manufacturer warranty provided by the Manufacturer considered in this plan is of 12 (twelve) months (1 year) from the date of Purchase, in case the Manufacturer brand warranty is different, it will be the responsibility of the customer to inform OneAssist on the correct Manufacturer warranty details. Customer must register a change request to OneAssist within 3 (three) months from the date of plan activation.
- 16.5 Based on the standard Manufacturer's warranty of 12 months (1 year), this plan will start from the activation date and ends as per the plan tenure selected, unless customer reaches OneAssist and registered a change request within 3 (three) months from the date of plan activation. time.
- 16.6 Plan will be provided only if the products that are eligible for repair benefit under the original Manufacturer's Warranty/ Guarantee. Any condition/act that voids the Manufacturer's Warranty/ Guarantee would result in product becoming ineligible under the Plan.
- 16.7 Plan can only be purchased for products that have not been repaired under manufacturer's warranty or otherwise before purchase of the plan. OneAssist reserve the right to reject any service request under Plan if the product has been repaired prior to your purchasing the plan.
- 16.8 At point of service, during the Plan Period, the customer is required to show the proof of purchase i.e., Product purchase invoice.
- 16.9 OneAssist reserves the right to deny service and cancel the Plan, without any refund whatsoever, if Customer fails to produce the above information or if OneAssist notices any mismatch in the information provide to OneAssist at the time of onboarding

- 16.10 OneAssist or its authorized Service Partner shall provide services only during normal working hours on regular working days of OneAssist and/or its authorized Service Partner.
- 16.11 Normal Working hours would be 9:00 am to 9:00 pm on all days excluding public holidays
- 16.12 If the declared invoice value is lower than the actual purchase invoice price, the repair benefit available at the time of Repair Request will be proportionately reduced.  
The difference, calculated as:  $(\text{Purchase Invoice Price} - \text{Declared Invoice Price}) / \text{Purchase Invoice Price} \times \text{Repair estimation}$ , shall be borne by the customer and must be paid to OneAssist to proceed with the repair process.
- 16.13 OneAssist makes no express or implied warranties whatsoever regarding the services provided/ rendered and/or effects thereof etc. and shall not be liable to the Customer or any other person claiming, by, through or under the Customer.
- 16.14 After expiry of manufacturer warranty period plan provides the cost of parts and labour charges for at-home service within the city/ municipal limits of the OneAssist Service Centres. OneAssist will transport the product to service centre for performing repairs, if required and if the product location is within its serviceable area.
- 16.15 Providing service at locations which are not in the serviceable limit of OneAssist: OneAssist reserves the right to provide adequate solution by either refund of the Plan Fee or advise customer to get it repaired through an authorized service centre, and then apply for the repair cost reimbursement under this Plan terms and conditions, subject to satisfactory verification of documents/ proofs as demanded by OneAssist.
- a) In all such cases, the customer should present a repair estimate from the authorized service centre and proceed with repairs only when explicit approval is given by us. Our liability in all such cases will be towards the defects/damages only.
- b) All the documents should reach OneAssist and/ or their Insurer within 30 (thirty) days from the date of registration of Repair Request.
- 16.16 After expiry of manufacturer warranty period in case the defected unit needs to be transported to service centre, and it is outside the serviceable limit of OneAssist, Customer shall arrange for the same and OneAssist will reimburse the amount incurred towards transportation upon producing valid invoice towards the same with the prior written approval of OneAssist. Customer shall take full responsibility of the product during transportation and indemnify OneAssist of any damage that occurs during this process.
- 16.17 During the validity of the Plan, OneAssist will attend to the defects reported by the customer, including replacement of the defective electrical/electronic components that are required to be replaced to make the product electrically functional or bring it to normal operating condition. This is subject to the condition, the breakdown of the product being due to normal usage.
- 16.18 In case the damage/malfunction of the Product is due to reasons other than that available for service under Manufacturer's Warranty/ Guarantee or it is caused by conditions defined under exclusions, OneAssist shall offer to repair the Product for the customer. The cost of such repairs like labour, visit, cost of parts replaced, cost of transporting the Product to service centre (if required) will have to be borne by the Customer.
- 16.19 All defective components replaced by OneAssist shall become the property of OneAssist and the customer shall not entitle for any right to the same, and the same should not be destroyed, or damaged, or salvaged by You under any circumstances.
- 16.20 Defects and/or parts not available under the original Manufacturer's Warranty/ Guarantee, will not be available under this Plan.
- 16.21 All defective components will be replaced with parts which are new or like new in performance adhering to manufacturer's specifications, at our sole discretion.

## 17. CUSTOMER KEY RESPONSIBILITY

- 17.1 Wherever required, you need to ACTIVATE the Plan immediately upon buying or within a period as prescribed by OneAssist. Refer to the OneAssist Activation voucher or Messages or App or Email or Helpline or Official Website for activation procedures.
- 17.2 NON-ACTIVATED PLAN & NON-FULFILMENT of ANY of the above conditions may result in the plan being considered as void and all requests made against PLAN are liable to be rejected.
- 17.3 You will be required to provide us with a copy of the complete set of requisite documents at the time of activation and registration of service request. If the Serial Number of the Product has changed due to repairs or replacement by the

manufacturer/retailer, please provide us with a copy of the Swap / Replacement Letter that clearly mentions the current and old Serial Number of the Product within 15 (fifteen) days of such replacement provided under the Manufacturer Warranty Period.

- 17.4 You are required to correctly select the right Plan for your product based on condition, Product purchase price and purchase location.
- 17.5 It is your responsibility to properly maintain, store and use your Product according to the manufacturer instructions and take all reasonable steps to use your Product as prescribed by the manufacturer.
- 17.6 At the time of raising any service request, you should fill in the required details detailing the issue that you are facing. You must upload a copy of the purchase invoice for the product in question, if not already done.
- 17.7 Depending upon your product and/or the nature of issue faced by you, you may be asked to follow some trouble shooting steps before registering a service request. Please follow the troubleshooting steps before registering the request.
- 17.8 You agree to return the defective spares or product to OneAssist wherever requested.
- 17.9 Customer shall provide representative of OneAssist/its Service Partner full access to the Product/Equipment to carry out necessary adjustments and repairs.
- 17.10 Customer shall provide adequate storage space for spare parts, test Product/Equipment and adequate workspace, heat, light, ventilation, and electric current for use by representative of OneAssist/its authorized representative for provision of services at Customer's location.
- 17.11 Customer shall cooperate with OneAssist or its authorized representatives at the time-of-service request and will provide with all the requisite documents asked for, for processing the service request.
- 17.12 Customer shall be responsible to de-install all add-ons and/or accessories from the Product/Equipment before providing the same to OneAssist for services, maintain backup copy of all software and data, restore software and data on the unit after repair.
- 17.13 Customer shall register all complaints/requests for services only through official OneAssist Call Centre's/One Assist App/OneAssist website.
- 17.14 Customer shall inform OneAssist in writing of any change in the billing address / Registered Address.
- 17.15 Customer agrees that it shall be its responsibility to be aware of the Plan and the changes therein. Ignorance if any shall be the total responsibility of the Customer.
- 17.16 The Customer understands that the services have been subscribed on his/her own name and name change in any circumstances is not permitted. The Customer is solely responsible for any unauthorized transfer/change in ownership of the Product/Equipment.
- 17.17 Customer shall return the standby/loan spare parts, if any provided by OneAssist on or before OneAssist returning the original set/Spares to the Customer.
- 17.18 After each repair, replacement or settlement offered to you under the plan, your remaining plan coverage value will be reduced by the expense incurred by OneAssist in the corresponding repair, replacement, or settlement. This will give the balance coverage value. E:g; For INR 20,000 coverage value, balance coverage value after one service request of INR 5,000 will be INR 15,000

## **18. EXCLUSIONS APPLICABLE**

- 18.1 **Anything & everything not covered under the manufacturer warranty**
- 18.2 **Consumable items (like Battery, bulbs, etc) of any kind or size shall be excluded from coverage unless explicitly stated otherwise within the scope of coverage**
- 18.3 **Any Physical Damage / Breakage and Liquide Damage**
- 18.4 **Service of products which are not supported by valid Proof of Purchase by customer shall not be admissible under this program.**
- 18.5 **Non-operating and cosmetic damage or defect to the Product, such as damage to paintwork, Product finish, dents, or scratches.**
- 18.6 **Accessories used in or with the Product including but not limited to remote, batteries, USB/HDMI cable and replacement of any consumable item or accessory**
- 18.7 **Repair or replacement of Remote controls are explicitly not provided under the Plan.**
- 18.8 **Replacement of any consumable item or accessory. These include, but are not limited to Standalone Gas Top up or charge, plugs, fuses, water tank, light bulbs, light covers, cables, filters, attachment, belts, toner, ribbons, drums, tapes or software, and add-on options incorporated in a product for which the Plan was purchased.**

- 18.9 Normal wear and tear items, not integral or necessary to the functioning of the products or routine service, or if the wear and tear on the parts.
- 18.10 Routine maintenance, cleaning, lubrication, adjustments or alignments, overhaul, modifications, and descaling
- 18.11 Repair of the product due to accident, misuse, abuse, neglect, or improper maintenance.
- 18.12 Damage resulting from external power outage, power surges or drips, fluctuating voltage, inadequate or improper voltage or current
- 18.13 Any loss or damage caused by or arising out of the wilful acts or omission or gross negligence of the Customer or its representative or anyone one on YOUR behalf
- 18.14 Damage caused by unauthorised modification, alteration, adjustment, repair, service, or installation by unauthorised personnel will not be provided. Such unauthorised repair or replacement of products shall result in the cancellation of this Plan.
- 18.15 Damage caused by unauthorized use, theft, burglary and accident including earthquake, storm and or hurricane, abuse, misuse, sand, dust, water, negligence, fire, flood, lightning, malicious damage, impact, corrosion, battery, acts of God, animal or insect infestation or intrusion.
- 18.16 Reception or transmission problems resulting from external causes.
- 18.17 Problems or defects caused by unauthorized modifications/repairs or failure to follow the manufacturer's operating manual and as specified in the warranty card.
- 18.18 Any Incidental Costs arising from being unable to use the Product or from damage which results from the Breakdown of the Product.
- 18.19 Damage/failure caused before or during Transportation or Product delivery or installation/ re-installation of the item(s).
- 18.20 Service of product on which the Manufacturer's label or logo, rating label or Serial number have been defaced or removed.
- 18.21 Repair Request that is false or fraudulent or intentionally exaggerated or if any false declarations or statements be made in support thereof, no service request for that Product shall be recoverable hereunder.
- 18.22 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.
- 18.23 Use of accessories not approved by the manufacturer, incorrect electrical leads, or connection.
- 18.24 Replacement or fixes of unauthorised software not installed by respective brand/company.
- 18.25 Failure due to physical damages, improper site conditions, rain or weather conditions, and liquid spillage.
- 18.26 Breakdown caused by computer virus or realignments to the product.
- 18.27 Commercial usage of Product
- 18.28 Damage/failure caused before or during product delivery.
- 18.29 Any consequential or incidental damages arising from the use or loss of use of the Product.
- 18.30 The cost of repairing, restoring, upgrade/degrade of computer software.
- 18.31 Loss of data, software, or any other information.

## 19. TERMS OF SETTLEMENT

- 19.1 If settlement is being offered, it can be because of below scenarios after expiry of Manufacturer Warranty Period.
- Beyond Economic Repair (BER): The repair estimate (Cost of Repair estimate) is
    - exceeding 80% of Coverage value OR
    - more than balance coverage value
  - Appliance is non-repairable (due to any reason)
  - Parts not available (PNA): Spare Part(s) are unavailable, reasons of which are beyond OneAssist's control
- 19.2 The settlement Benefit for (a) & (b) cases mentioned above will be lower of the below:
- Balance Coverage value
  - Market Operating Price (MoP) or Invoice value, whichever is lower, less applicable **Deductible** (if any)  
*(MoP = Current Market value, determined by referring to price of the respective product on leading online/Offline Players portals, at OneAssist's discretion)*
- 19.3 The Settlement Benefit for (c) PNA cases will **lower of the below**:
- Repair Estimate Amount
  - Settlement as per clause 19.2

19.4 Salvage amount deduction (3% of Product invoice Purchase Price) will be done in all settlement scenarios where unrepaired Product is retained with customer.

19.5 OneAssist may choose to provide any suitable mode of settlement or redeemable voucher equivalent to the settlement amount calculated under this amount, at its own discretion. The replacement Product may not be new in nature and might differ in the specifications compared to the original covered appliance.

If we compensate as per above (except 19.3.1), all our obligations under this Plan will be deemed fulfilled and there will no longer be any services available under the plan.

## **20. CHARGES AND PAYMENT**

20.1 Customer shall make payment of all charges in advance at the time of subscribing for the services.

20.2 For services to be provided by OneAssist for repair/replacement necessitated by excluded perils under the manufacturer warranty, Customer shall forthwith make payments towards cash receipt or invoice raised by OneAssist or its Authorized representative.

20.3 Charges payable by the Customer are inclusive of taxes, duties or levies unless expressly stated to the contrary.

20.4 If due to any reasons the Product is replaced by the original manufacturer with a Product of different size /capacity/model/brand but of the same product category, Customer shall be responsible to make payment of differential amounts to OneAssist for increase in the charges due to change in the Products/Equipment.

20.5 OneAssist shall however, not be responsible for refunding any money to the Customer if replacement of the Product/Equipment by the original manufacturer with a Product/Equipment of different size/capacity/model/brand but of the same product category leads to reduction in the charges for services.

20.6 Any applicable payment with respect to your service request must be made only via the authorised link sent on your registered contact details from our header /email / customer portal. We will not be responsible or liable for (i) payment of any amount/s through any link other than the Authorised Link (ii) claims, liabilities arising from such payment or (iii) non fulfilment of your service request in any way

20.7 Charges payable for accessories used for re-installation, will have to be borne by the Customer.

## **21. MISCELLANEOUS**

21.1 The marketing brochures are meant purely for educating customers about the features and terms of Plan and they have no commercial agreement.

21.2 This Plan Terms & Conditions is the complete and exclusive agreement. Any statements or representations made by resellers, Service Partners or others that are inconsistent with this Plan shall not be binding upon us.