

Sangeetha Assure-TERMS & CONDITIONS

DAMAGE PROTECTION

- Replacement - Replacing the damaged handset with the new sealed handset at 70%

Damage includes -

1. 365 days of Physical Assure protection
2. 365 days Liquid Assure protection

Complete Mobile Assure Protection (Assure)

Complete Mobile **Assure** protection [**Assure**] is an exclusive offer to Sangeetha customers, wherein Sangeetha customers can opt for either of

- Replacement - Replacing the damaged handset with the new sealed handset at 70%
- Reimburse - Customer to get handset repaired on their own from Brand Authorized Service Centre & get reimbursed.
- **Assure no claim bonus (amount paid during purchase for Sangeetha Assure excluding GST & Discount if any)**

Effective 1st Jan – 23, Assure No claim bonus validity will be extended from the 13th month to the 24th month, no claim bonus can be claimed on the new smartphone in this period.

Assure includes -

1. 365 days Screen Protection
2. 365 days of Physical Assure protection
3. 365 days Liquid Assure protection
4. 365 days of Fire Assure protection
5. 365 days Reimburse

Terms & Conditions: DP T&C

1. DP Pack should be purchased along with the handset. DP pack rates should be as per applicable [slab rates](#).
2. Customer to register on the “Sangeetha Care” app & update customer’s phone details within 48 hours from the date of invoice. All claims are valid only after registration on the app.
3. As per DP policy, the same handset model shall be replaced.
4. Policy is non-transferable. Customer details as per invoice shall be the same as in other documents, job sheets, service invoices, and customer bank accounts.
5. Only one claim is permitted—either Screen Protection, Replacement, Repair, or Reimbursement.
6. Boxes with IMEI stickers and original accessories are mandatory. IMEI no should be visible on the box These should be returned along with the damaged handset after the claim in case of replacement.
7. Customer shall produce invoice copy which should explicitly state DP pack purchase.
8. Full payment of Customer Payment Value [CPV] or repair processing fee to be collected.
9. In case of -Reimbursement, the Maximum claim value would be SCV(Sangeetha Coupon Value) (-18% GST)
10. In the case of only Screen Protection maximum value would be 30% (-18% GST) or SCV (-18% GST) whichever is lower.
11. The handset should not be repaired earlier in the non-authorized service center.
12. Replaced handset shall not be eligible for DP.
13. Customer TAT to be adhered to fully.
 1. Job sheet to be updated within 48 hours of receiving job sheet.
 2. Service Invoice to be updated within 48 hours of receiving service invoice.
14. Usage Applicability based on Invoice basic value into the used months based on below stated usage slabs-

For any GST invoices the device should be purchased under Full price(Without any discount). Customer need to select the GST option and fill the required details and submit and complete the payment process to get the GST invoice.

Note: GST Not applicable for any discounted/coupon applied invoices as its applicable only on Full price.

DP-Replacement Usage %		
Qtr.	Rates of deduction from SCV	Days
Qtr. -1	0%	0-90
Qtr. -2	10%	91-180
Qtr. -3	20%	181-270
Qtr. -4	30%	271-365

Assure-Replacement Usage %		
Qtr.	Rates of deduction from SCV	Days
Qtr. -1	0%	0-90
Qtr. -2	10%	91-180
Qtr. -3	20%	181-270
Qtr. -4	30%	271-365

Process notes:

- 1. Replacement claim: Customer has to visit the nearest store with complete kit, original invoice ID proof, and Claim ID.**

Steps	Particulars	Person/Team	Timeline
Step 1	Generate Claim ID, visit stores, Pay CPV	Customer	Within Eligible period
Step 2	Check claim ID and claim details	Store Team	72 hours from claim time

Step 3	Accept & approve the claim by taking SR	Store Team	Same day
Step 4	Generate coupon code [SCV]	Store Team	Immediately
Step 5	Invoice new handset	Store Team	Immediately

2. Reimbursement claim: Customer has to visit the nearest store with ID proof and Claim ID.

Steps	Particulars	Person/Team	Timeline
Step 1	Generate claim ID & pay PF online	Customer	Within Eligible period
Step 2	The customer is to visit the nearest ASC & initiate the repair	Customer	same day
Step 3	Upload Job-sheet on SCA	Customer	within 48 hours of Job-sheet
Step 4	Verify & approve the job-sheet	VAS Team	the same day of the JS upload
Step 5	Upload service Invoice & Bank details on SCA	Customer	within 48 hours of the Service Invoice
Step 6	Serviced invoice & bank details to verify & approve	VAS Team	the same day of the SI upload
Step 7	Reimburse the refund to the customer's bank details	VAS Team	Within 2 -3 working days

1. What are various DP packs?

Only one DP pack with 12 months' coverage. There are no other DP packs.

2. How long does it take to settle the replacement claim at the store?

Claim settlement is a hassle-free process, and should be settled within 30 minutes. This is subject to model availability at that specific store.

3. What are brands covered under this policy?

All brand smartphones/Tabs & iPads are covered under this policy except EOL models.

4. On what grounds will the claim be rejected in case of Replacement?

Refer to T&C. Claims will not be accepted if any of the below-mentioned reasons:

For Replacement option -

1. The claim date is after the coverage date.
2. Without a handset box and original accessories.
3. The phone is sold to any other third party. I.e. customer as per the invoice is not the owner.
4. The phone is repaired in any non-authorized service center.
5. Claim is already availed earlier.

For Reimbursement Option –

1. Job sheet/serviced invoice is not uploaded within 48hrs of invoice time.
2. Name on Invoice, JS/SI/ID proof/Bank Details are not matched.

5. Should the customer visit the same store of purchase to claim DP?

Customers need not visit the same store. **Any** Sangeetha store will assist in claim settlement.

6. Is this offer applicable on the discounted invoice?

Yes, it is applicable

7. Can customers claim DP without accessories and boxes?

Yes, the customer can claim by returning the accessories from the new box (i.e. replaced handset box) however old handset box is mandatory for IMEI validation.

8. If the handset is repaired by the non-authorized service center, is the offer applicable?

No offer will be applicable if the handset is repaired by the non-authorized service center.

9. In case of non-availability of models in that store, what is the timeline?

Stores shall arrange the same model within 3 working days. In case of further delay, the customer can opt for any model from the list of MSC @ 70% or MCC @ 50%

10. Is there any registration required to activate this policy?

Yes, Registration of both Customer and Phone is mandatory on "Sangeetha Care – Mobile APP" within 48 Hours from the time of Invoice.

11. If the customer sells his handset to a second party with Sangeetha invoice, will he be eligible to claim DP?

No, DP policy is not transferred. It applies only to primary customers.

12. What happens if the customer does not visit the stores within 48 hours from the time of claim?

Customers can claim once again and visit the stores within 48 hours.

13. What is the value of the processing fee for a Repair/Reimbursement claim?

The processing fee as below is collected for every Repair/Reimbursement claim. This is a non-refundable fee, to be paid before generating claim ID.

Criteria	Value
Handset below 15K	499/-
Handset above 15K	999/-
All iPhone	1999/-

Sangeetha App-**Customer Support**

For any queries or assistance, please contact us at support@sangeethamobiles.com or call **08069246924**.