

## WARRANTY POLICY

- Carvaan Mobile comes with a 1 (One) year warranty on all parts and 6 (Six) months for accessories. This includes servicing / repair or replacement of serviceable parts. Warranty time period will start from the date of purchase
- The customer should present valid Proof of purchase / invoice for claiming warranty. Serial number OR IMEI Number(s) on the product and on its invoice should be same and remain intact
- The product should have been purchased from an authorized dealer to claim warranty and it shall be the responsibility of the customer to bring / send the product to the company designated service / repair centers
- Any claim under the warranty is subject to notification to Saregama or Saregama's Authorized service centre / designated place for the alleged defect within a reasonable time of its occurrence and in no even later that the expiry of the warranty period
- For the handset repaired / replaced during the warranty period, the repaired or replaced handset shall continue to be within warranty period for the remaining time of the original warranty period of original handset. In no way, it shall extend the warranty duration
- Repair / replacement may involve the user of same or equivalent reconditioned unit. Saregama will return the repaired handset or can replace with another same or equivalent handset to the customer in full working condition. All replaced faulty parts or components will become the property of Saregama
- Under no circumstance the company / Authorized service center is liable for loss directly or indirectly for any of the data stored / saved in the handset (including contacts, SMS, ringtones etc.) due to any kind of incidental failure of the handset and also at the time of the service. Customer is advised to take back up for hard disk contents before handing over the unit for repair. The company shall not provide hard disk backup service
- Saregama reserve the right to charge a service fee of repair / service of any nature that is not covered by this warranty
- Saregama's obligation under this warranty shall be limited to repair / replacement of the serviceable parts only. The maximum claims entertained by Saregama will be subject to maximum retail price or purchase price, whichever is lower

Note : Bluetooth connection will depend on the connectivity compatibility of mobile and the Bluetooth receiver.

The warranty does not apply and does not cover the following:

- Liability for loss of data / content loaded in the product due to misuse or tampering
- Deterioration of handset due to normal wear & tear of the product
- Damage caused due to force majeure events; events caused by fire, water, electrical disturbances etc.; events beyond the control of Saregama; acts of negligence or mishandling; usage for commercial, business, industrial, educational or rental purposes
- Exposure to any kind of liquid (water, sweat, beverages, oils etc.), exposure to moisture, dampness, extreme thermal or environment conditions, corrosion, oxidation, unauthorized repairs, unauthorized spare part usage, accidents forces of nature, or other beyond the reasonable control of Saregama unless the defect was cause directly by defects in material or workmanship
- Any physical damage to the surface of the handset including but not limited to cracks or scratches on the screen or camera lens
- Any defects that have been caused by battery short circuit or by the fact that the seals of the battery casing or the cells are broken or show evidence of tampering or by the fact that battery has been used in equipment other than those specified for

- Defect caused by defective function of the service provider cellular network or oth system
- Scratches or damage to plastic surface and all the other externally parts that are normal customer use; Mishandling which causes the mobile to be bend, twist, or crack
- Any 3<sup>rd</sup> party software being used by the customer
- Incompatibility of Bluetooth connection between Carvaan Mobile & Bluetooth receiver (speaker / headphone or any other device)

For detailed warranty policy and details if Authorised service centres visit: [www.saregama.com/carvaanmobile](http://www.saregama.com/carvaanmobile)