



A **TATA** Product

# Terms & Conditions

## Zip Care Maintain



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1. The plans (“**ZipCare Maintain**”) are offered and operated by Infiniti Retail Ltd (“IRL or Croma”). The following terms and conditions, constitute a legally binding agreement between the Customer (“You”) and IRL (“**Service Contract**”). It also includes the services provided by IRL under ZipCare Maintain.
2. In order to subscribe to this ZipCare Maintain, You shall be required to pay a fee for ZipCare Maintain.
3. ZipCare Maintain is available for purchase on:
  - a. Croma Stores
  - b. Croma’s website: [www.croma.com](http://www.croma.com) (together “**Sales Channels**”)
4. ZipCare Maintain can be purchased for:
  - a. Out of warranty products i.e. for products that do not have OEM warranty active on the product
5. Upon payment of Fees, You agree to be bound by this Service Contract. If You do not agree with the terms of this Service Contract, You have the right to cancel the ZipCare Maintain within 30 days from the date of payment of fees.

## 1. DEFINITIONS:

1. “**Act of God**” refers an accident or event resulting from natural causes, without human intervention, and one that could not have been prevented by reasonable foresight or care. For the purpose of **ZipCare Maintain**, Act of God includes lightning, earthquake, storm, cyclone, typhoon, tempest, hurricane, tornado, tsunami, flood & inundation, volcanic eruption, epidemics, pandemics, or other convulsions of nature.
2. “**Additional Services**” means the services offered by Croma, at its discretion to the Customers. Such services are in addition to the cover under the **ZipCare Maintain** and shall not form a part of the **ZipCare Maintain**.
3. “**Assistance Service Provider (ASP)**” refers to an organisation, or company or person that IRL has deemed qualified to perform maintenance for the products covered under the ZipCare Maintain.
4. “**Basic Function Check**” means inspection of the basic functionality of components of the Covered Product.

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5. **“Breakdown”** means the mechanical, electronic, and/or electrical defects and/or failure of a Covered Product, that cause it to not function in its intended manner is not covered.
6. **“Commercial Use”** means usage of the plan for purpose of generating profit and in a commercial environment.
7. **“Consumables”** means components required for the upkeep of the Covered Product which needs to be replenished from time to time as maintained in the table.
8. **“Customer or You or Your”** means the person/entity who has purchased the ZipCare Maintain from Sales Channels and whose name appears on the invoice.
9. **“Cover Period”** means the period between the Cover start date and the Cover end date.
10. **“Covered Product”** means the Eligible Product covered under the ZipCare Maintain plan.
11. **“Deep Clean”** means complete cleaning process that removes dirt, gunk, grime and/or unpleasant odour of the Covered Product.
12. **“Eligible Product”** means Washing Machine, Refrigerator, Dishwasher, Water Purifier, Chimney & Air Purifier. The above list will be subject to change without prior notice. Additions and deletions from the list will be solely at IRL’s discretion.
13. **“Manufacturer Warranty/ Guarantee”** means the original warranty given by the respective manufacturer in respect of an Eligible Product.
14. **“Manufacturer’s Warranty/ Guarantee Period”** means the uninterrupted period of the Manufacturer’s warranty cover as stated on the original official Manufacturer’s warranty certificate or publication.
15. **“Normal Use”** means the use of the Eligible Product in accordance with the manufacturer’s guidelines for product usage including but not limited to regular maintenance and upkeep of the Covered Product.
16. **“Original Equipment Manufacturer (OEM)”** means the original manufacturer involved in the manufacture and production of the Covered Product.
17. **“Service Request”** means a request raised by You to avail maintenance service for the Covered Product.

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18. “We or Us or Our” means the issuer of Unlimited Service plan i.e., IRL or Croma.
19. **ZipCare Maintain for Out of warranty products** means plans that can be purchased standalone for any eligible product upto 10 years old, where the Manufacturer Warranty/ Guarantee has expired.

## ZipCare Maintain for Existing Products/ Out of warranty products

### 2. CONDITIONS OF ZIPCARE MAINTAIN

1. ZipCare Maintain is available for Eligible Products and is available only in select cities in India.
2. ZipCare Maintain is applicable on Your address of purchase of the Covered Product, or in case of change in such address, only if such address is serviceable (“Service Address”), as confirmed by Assistance Service Provider.
3. ZipCare Maintain plan can be purchased for all Eligible Products where OEM/Manufacturer’s warranty has expired.
4. ZipCare Maintain plan covers maintenance for a tenure of 1 year from the date of purchase of ZipCare Maintain plan.

### 3. KEY FEATURES:

#### 3.1 What is covered under ZipCare Maintain for existing products/Out of warranty products?

1. ZipCare Maintain plan for out of warranty products covers the following:
  - a. Basic Function Check
  - b. Deep Cleaning
2. ZipCare Maintain for Out of warranty products plan covers the following:
  - a. Cost of labour for Basic function check and Deep cleaning
3. Please refer below table for applicable coverage as per product category

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Categories	Refrigerator	Washing Machine	Dishwasher	Water Purifier	Chimney	Air Purifier
<b>Tenure</b>	1 years	1 years	1 years	1 year	1 year	1 year
<b>Basic Function Check</b>	Temperature, Light, Gasket, Filter	Panel, Water flow, Drainage, water TDS level	Panel, Temperature, Sprayer arms, Filter, Gasket	Water flow rate, Water TDS level, Assess any repair needs	Filters, Pressure	Sensors, Filter
<b>Deep Cleaning</b>	<ul style="list-style-type: none"> <li>• Complete internal cleaning of the unit</li> <li>• Cleaning of coils, gasket and filter</li> <li>• Cleaning waste water and ice formations</li> <li>• Cleaning of premises post service</li> </ul>	<ul style="list-style-type: none"> <li>• Complete internal cleaning of the unit</li> <li>• Cleaning of lint filter, detergent holder and gasket</li> <li>• Cleaning of drain pipe</li> <li>• Removal of scales (Descaling) using descaling agent</li> <li>• Cleaning of premises post service</li> </ul>	<ul style="list-style-type: none"> <li>• Complete internal cleaning of the unit</li> <li>• Cleaning of all sprayer arms, float switch, valve screen, filter, gasket inspection and cleaning of drainage area</li> <li>• Descaling - removal of scales and salt deposits using descaling agent</li> </ul>	<ul style="list-style-type: none"> <li>• Cleaning of outer body and water tank</li> <li>• Cleaning of filters</li> <li>• Assess need for change of filter and membrane</li> </ul>	<ul style="list-style-type: none"> <li>• Cleaning of outer body and panel for any deposit</li> <li>• Deep cleaning of inner surface for food deposits, grease etc</li> <li>• Cleaning filter (Baffle/mesh filter)</li> </ul>	<ul style="list-style-type: none"> <li>• Cleaning the vents</li> <li>• Cleaning the clogged filters</li> <li>• Cleaning the fan</li> </ul>

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## 3.2 What is not covered under the ZipCare Maintain for out of warranty products?

1. This ZipCare Maintain for out of warranty products is not applicable for products under Manufacturer warranty.
2. This ZipCare Maintain for Out of warranty products does not cover any consumables, repairs or Spare parts and charges for the same are not covered in this plan.
3. Where the Covered Product is used for Commercial Use or is in the name of a company, such products will not be covered.

## 3.3 List of Exclusions

The ZipCare Maintain for Out of warranty products is only a maintenance plan that offers Basic check & deep cleaning services for eligible products as per table “4.5” Above. While servicing the Covered Product, if it is identified that repair is required then the same will not be covered under the plan. Any transportation or logistic cost for facilitation of the service will not be covered under the ZipCare Maintain plan.

## 3.4 Cancellation & Refund

1. You shall have the option to cancel the ZipCare Maintain within 30 (Thirty) days from the date of purchase of the same, subject to You not having availed any Service under the ZipCare Maintain plan cover. You can cancel the ZipCare Maintain plan by visiting [Croma.com](http://Croma.com) or by contacting our customer care number 1800-570-0947.
2. Upon cancellation of the ZipCare Maintain plan within the aforementioned cancellation period, the total Fee paid by You towards the plan will be refunded to You.

## 3.5 Service Request

1. You can raise 1 service request during the coverage period.
2. Please read this Service Contract carefully to check what is covered under these ZipCare Maintain Plans.
3. To raise a service request, please call us at 1800-570-0947 or email us at [customersupport@zipcare.in](mailto:customersupport@zipcare.in).

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## 4. GENERAL TERMS AND CONDITIONS:

### 4.1 Customer Representation, Obligations and Covenants

1. You hereby represent that:
  - a. You have the legal capacity, and You agree to comply with these terms and conditions;
  - b. You are not under the age of 18;
  - c. The information and documents provided by You for the purpose of the ZipCare Maintain is true, accurate, current, complete, and not misleading;
  - d. You will maintain the accuracy of such information and promptly notify IRL of any change.
  - e. You will comply with the applicable law, as may be relevant for the purposes of this ZipCare Maintain plan.
  
2. You hereby understand and acknowledge that:
  - a. If You receive a benefit under a Service Request, as contemplated under these terms and conditions, and it is later discovered that the Service Request was dishonest, fraudulent, or false, IRL shall have the right to recover the costs associated with the Service Request from You.
  - b. It shall be Your responsibility to properly maintain, store and use the Covered Product according to the manufacturer's instructions and take all reasonable steps as may be prescribed by the manufacturer.
  - c. It shall be Your responsibility to de-install all add-ons and/or accessories from the Covered Product.
  - d. IRL may engage third parties whom IRL authorises including Assistance Service Partners for the fulfilment of the services under ZipCare Maintain.
  - e. Delay by You in providing the correct documentation to us on time when We request You for it; any delay in handing over the correct documentation to Us will extend the commitment by the delayed period.
  - f. Delay in Your response, beyond a reasonable time, to Our request(s) for any relevant information regarding the Covered Product or to any other information sought by Us to process Your Service Request quickly; any delay in responding to Us in a timely manner will extend the commitment by the delayed period.
  
3. You hereby undertake to:
  - a. Strictly comply with the terms and conditions contained in this Service Contract.
  - b. Cooperate with Our representatives/ Assistance Service Providers and provide a copy of the complete set of requisite documents, as may be required by Us from time to time, including at the time of Service Request. If the serial number of the Covered Product has changed due to repairs or replacement by the manufacturer/ retailer, please provide Us with a copy of the swap letter that clearly mentions the current and old serial number of the Covered Product.

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- c. Correctly select the right ZipCare Maintain for Your product based on condition, price and purchase location.
- d. Report and raise the service request with Us within 7 calendar days of its occurrence beyond which such request may be liable to be rejected.
- e. Provide IRL's representative/ Assistance Service Provider full access to the Covered Product in order to provide necessary maintenance.

## 4.2 Privacy Policy and Data

1. We care about data privacy and security. Please review our Privacy Notice.
2. By choosing to avail the services offered under ZipCare Maintain, You hereby:
  - a. Agree to be bound by Our Privacy Notice and the service-specific terms, which are incorporated into this Service Contract.
  - b. Consent to the collection, use, and disclosure of Your personal data by IRL with their authorised third-party agents, Assistance Service Providers, insurer (if any), affiliates, suppliers, vendors for the purpose of providing You the requisite services under ZipCare Maintain or as may be required under applicable law.
  - c. Consent to IRL or its Assistance Service Providers recording phone calls between You and Service Provider on the helpline number set out in under Service Request section 4.4 above, in order for IRL to inter alia (i) provide a record of the instructions received from You and to share the same with Our authorised service partners, if required, (ii) to monitor quality standards, (iii) training purposes, and (iv) meet legal and regulatory requirements.
  - d. Consent to receiving periodic communications from IRL and/ or its Assistance Service Providers, pertaining to information regarding Our offers, product features and services.

## 4.3 Miscellaneous:

1. Any marketing brochures, banners, or material is meant purely for educating You about the features and terms of the ZipCare Maintain and they have no commercial value.
2. This Service Contract is the complete and exclusive agreement between the issuer of the ZipCare Maintain i.e. IRL and You relating to the subject matter hereof. Any statements or representations made by resellers, distributors, customer service providers Assistance Service Providers, or others that are inconsistent with this Service Contract shall not be binding upon Us.
3. This ZipCare maintain is offered and valid only in the Republic of India. This Plan may not be available in all jurisdictions and is not available where prohibited by law.



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4. We reserve the right to make changes or modifications to these terms and conditions at any time and for any reason. We will alert You about any changes by updating the “Last updated” date of the Service Contract and You waive any right to receive specific notice of each such change. It is Your responsibility to periodically review these terms and conditions to stay informed of updates. You will be subject to and will be deemed to have been made aware of and to have accepted, the changes in any revised terms and conditions by Your continued use of the services provided under the ZipCare Maintain, after the date such revised terms and conditions are posted.

## 4.4 Termination:

1. Any condition, act, or omission by You that voids the Manufacturer Warranty/ Guarantee shall also result in termination of the ZipCare Maintain.
2. IRL will terminate the Service Contract if You at any time:
  - a. In violation of applicable law as may be relevant to the use of the ZipCare Maintain;
  - b. Have breached the Service Contract terms, or has failed to act in good faith, openly, honestly and in a bonafide manner towards IRL or the Assistance Service Provider.

## 4.5 Dispute Resolution:

To expedite resolution and control the cost of any dispute, controversy, or claim related to this Service Contract (“Dispute”), brought by either You or Us (individually, a “Party” and collectively, the “Parties”), the Parties agree to first attempt to negotiate any Dispute informally for at least ninety (90) days before referring the Dispute to the exclusive jurisdiction of courts at Mumbai.

## 4.6 Governing Law :

This Service Contract and the terms contained herein are governed by and will be construed in accordance with the laws of India, without regard to its conflict of law principles.

## 4.7 Limitation of Liability

1. In no event will We or our directors, employees, or agents be liable to You or any third party for any direct, indirect, consequential, exemplary, incidental, special, or punitive damages, including lost profit, lost revenue, loss of data, or other damages arising from Your use of the ZipCare Maintain.
2. IRL disclaims all implied warranties of merchantability, fitness for a particular purpose, and non-infringement. IRL’s total liability under the Service Contract shall not exceed the total Fee paid by You towards purchase of ZipCare Maintain.

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## 4.8 Indemnification

You agree to defend, indemnify, and hold IRL and its Assistance Service Provider(s) harmless, including their respective subsidiaries, affiliates, and all their respective officers, agents, partners, and employees, from and against any loss, damage, liability, claim, or demand, including reasonable attorneys' fees and expenses, made by any third party due to or arising out of:

1. Any wrongful act or omission attributable to You in relation to the usage of the ZipCare Maintain;
  2. Any wilful misconduct, gross negligence, or fraud committed by You;
  3. Breach of this Service Contract;
  4. Any breach of your representations, obligations, and covenants set forth in this Service Contract;
  5. Your violation of the rights of a third party, including but not limited to intellectual property rights; or any overt harmful act towards any of our employees, representatives or agents, in each case, with who You connected for the purpose of ZipCare Maintain.
- Notwithstanding the foregoing, we reserve the right, at Your expense, to assume the exclusive defence and control of any matter for which You are required to indemnify Us, and You agree to cooperate, at Your expense, with Our defence of such claims. We will use reasonable efforts to notify You of any such claim, action, or proceeding which is subject to this indemnification upon becoming aware of it.

# ZipCare Maintain - Serviceable Cities

Agra	Bhubaneshwar	Guntur
Ahmedabad	Bhuj	Gurugram
Ahmednagar	Bilaspur	Gwalior
Akola	Calicut	Haridwar
Amravati	Chandigarh	Hosur
Amreli	Chandrapur	Howrah
Anand	Chennai	Hubli
Ankleshwar	Coimbatore	Hyderabad
Asansol	Dabolim	Indore
Aurangabad	Davanagere	Jaipur
Bangalore	Dehradun	Jalandar
Baramati	Delhi	Jalna
Bardoli	Dhanbad	Jamnagar
Belagavi	Eluru	Jamshedpur
Bharuch	Faridabad	Junagadh
Bhatinda	Gandhidham	Kalyan
Bhavnagar	Gandhinagar	Kanpur
Bhilai	Ghaziabad	Karimnagar
Bhopal	Gujarat	Khandwa

## ZipCare Maintain - Serviceable Cities

Kochi	Navi Mumbai	Secunderabad
Kolhapur	Navsari	Sehore
Kolkata	New Delhi	Shivamogga
Kota	Noida	Solapur
Kurnool	Ongole	Sriganganagar
Latur	Palakkad	Surat
Lucknow	Palanpur	Surendranagar
Ludhiana	Panchkula	Thane
Madanapalle	Panipat	Thrissur
Mahbubnagar	Pathankot	Udaipur
Mandya	Patia	Udupi
Mangalore	Patiala	Ujjain
Mehsana	Porbandar	Vadodara
Mohali	Porvorim	Vapi
Morbi	Pune	Vijayawada
Mumbai	Raipur	Visakhapatnam
Mysore	Rajahmundry	Warangal
Nadiad	Rajkot	Yamunanagar
Nagpur	Ratlam	Zirakpur
Nashik	Salem	



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1800 570 0947



customersupport@zipcare.in