



A **TATA** Product

ZipCare Maintain AMC for Air Conditioner - 2 Year - T&C



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This ZipCare Maintain AMC for Air Conditioner - 2 Year (“Plan”) is entered between Infiniti Retail Limited (“IRL” or “Croma”) and the Customer (“You”) as specified on the plan invoice/receipt. This plan is for the maintenance of the Air Conditioner (“Product”) and shall be valid for the period of 24 months and shall be effective from the Date of Purchase. Under this Plan, IRL shall provide four-times wet service, two-times gas charging (if required), breakdown support for the Product as applicable, subject to terms and conditions mentioned hereinafter.

General Terms and Conditions

1. This Plan will cover the services as per the below mentioned table:

ZipCare Maintain AMC for Air Conditioner - 2 Year Coverage
Four-Times Wet Service for Air conditioner (“Service”)
Two Times Gas Charging (if required)
Breakdown Support (Only Labour Charges Covered)

2. This Plan can be purchased for air conditioners which are up to 10 years old.
3. In case technician determines that your air conditioner is not cooling properly due to depletion of gas we will recharge the refrigerant gas two times.
 - If replacement of component/spare is required to repair the gas leakage, customer will have to undertake the cost of spares in accordance to point “3” in section “CUSTOMERS RESPONSIBILITES” hereunder. Only labour charge will be covered under Breakdown Support.
4. The Plan is valid for 24 months from date of purchase. Auto closure of Plan post 24 months.
5. This Plan is valid only in the territory of India at selected pin codes. If the Plan is purchased for a non-serviceable pin code, the amount will be refunded to the original mode of payment that the customer used to purchase the Plan and the Plan shall stand cancelled.
6. You shall have the option to cancel the Plan within 30 (Thirty) days from the date of purchase of the same, subject to You not having availed Service or reported a Service request under the Plan. You can cancel the Plan by visiting any Croma store or by contacting Croma’s customer care. Upon cancellation of the Plan within the aforementioned cancellation period, the fee paid by you towards the ZipCare Maintain AMC for Air Conditioner - 2 Year Program will be refunded to you to your original mode of payment subject to applicable deductions, if any.

General Terms and Conditions

7. This Plan sets out all the terms and conditions under which IRL agrees to service the Product and cancels and supersedes all prior agreements, undertakings or arrangement oral or written between the parties hereto on the subject matter.
8. IRL shall not be liable for the non-performance of its obligations under this Plan where such failure is due to a force majeure event, i.e., due or attributable to any act of God, orders, restrictions or regulation of Government, Central or State, war working conditions, hostilities, riots, civil commotion, strike, lockout/lockdown, labour trouble, explosion, or any other cause or circumstance of whatsoever nature beyond its control.
9. This Plan does not provide for refund after 30 (Thirty) days.
10. This Plan cannot be assigned or transferred in favour of anyone else other than you.
11. Every visit by IRL Authorised Service Representative will be made within reasonable time from receipt of service request & Service can be expected only during working hours & working days of IRL. No Service will be provided on National/State public holidays or if prohibited by Govt. regulations.
12. IRL's liability under this Plan is limited to providing Service covered under this Plan. IRL will not be liable for damages, death, injuries, health or any consequential damages of whatsoever nature to any person or property by use or operation of the Product.
13. Customer agrees that IRL may collect and process the data provided by the Customer for the purpose of providing the Plan.
14. IRL reserves the right to change, alter, modify, delete or withdraw any of the terms and conditions herein at any time without any prior notice and without any liability.

Exclusions

1. This Plan is not applicable for products under Manufacturer warranty.
2. This Plan does not cover Spare parts and charges for the same are not covered in this Plan.
3. This Plan does not cover transportation and charges for the same are not covered in this Plan.
4. This Plan does not provide any reimbursement and service needs to be availed from IRL.
5. AC's being used for commercial usage will not be covered by this Plan.

Service Request

1. You can raise service request for the eligible product for which the plan has been purchased during the coverage period.
2. Please read this Service Contract carefully to check what is covered under this plan.
3. To raise a service request, please call us at 1800-570-0947 or email us at customersupport@zipcare.in.

Customer Responsibilities

1. It shall be the responsibility of the Customer to make product available to Plan Representative for undertaking the Service. Failure to do so will be treated as Service rendered.
2. It shall be the responsibility of the Customer to duly avail the Service. IRL bears no responsibility in case Customer fails to avail his services during the said Plan period. The service visit will be provided in terms of the table provided in clause 1 of General Terms & Conditions.
3. If the Product is not working/functional and repair is required, Croma will provide breakdown support which covers only labour charges. Customer shall have to bear the necessary charges including cost of spares and cost for transportation (If any) to get the Product in absolute working condition.
4. You agree to defend, indemnify, and hold IRL harmless from and against any loss, damage, liability claim, or demand including reasonable attorney fees and expenses, made by any third party due to or arising out of any repair service done by the authorised service centre.
5. Customer is responsible for providing safe working environment to ZipCare Engineer, failing which the engineer reserves the right to refuse the service. Safe working environment includes, but not limited to, the following: adequate lighting, unobstructed access to the device, sufficient space for work, site clean and free from unwanted material e.g., oil spills, scrap material etc.

Government Regulations

1. The validity, interpretation and performance of this Plan shall be governed by the laws of India and the parties hereby submit to the exclusive jurisdiction of the courts of competent jurisdiction at Mumbai.

ZipCare Maintain - Serviceable Cities

Agra	Bhilai	Dhanbad
Ahmedabad	Bhopal	Eluru
Ahmednagar	Bhubaneshwar	Erode
Akola	Bhuj	Faridabad
Amravati	Bilaspur	Firozpur
Amreli	Bulandshahr	Gandhidham
Anand	Chandigarh	Gandhinagar
Ankleshwar	Chandrapur	Ghaziabad
Asansol	Chennai	Goa
Aurangabad	Chhindwara	Gorakhpur
Ballari	Chikhli	Guna
Bangalore	Coimbatore	Guntur
Baramati	Cuttack	Gurugram
Bardoli	Dabolim	Gwalior
Baruch	Dahod	Haridwar
Bathinda	Damoh	Hassan
Belagavi	Davanagere	Hoshiarpur
Bharuch	Dehradun	Hosur
Bhavnagar	Dewas	Howrah

ZipCare Maintain - Serviceable Cities

Hubli	Kolkata	Morbi
Hyderabad	Korba	Muktsar
Indore	Kota	Mumbai
Jabalpur	Kottakal	Mysore
Jaipur	Kottayam	Nadiad
Jalandhar	Kozhikode	Nagpur
Jalna	Kurnool	Nanded
Jalpaiguri	Latur	Narmadapuram
Jamnagar	Lucknow	Nashik
Jamshedpur	Ludhiana	Navi Mumbai
Jaunpur	Madanapalle	Navsari
Junagadh	Mahbubnagar	New Delhi
Kalyan	Malerkotla	Noida
Kanpur	Mandya	Ongole
Karimnagar	Mangalore	Palakkad
Khammam	Mehsana	Palanpur
Khandwa	Miraj	Panchkula
Kochi	Moga	Panipat
Kolhapur	Mohali	Pathankot

ZipCare Maintain - Serviceable Cities

Patiala	Secunderabad	Valsad
Patna	Sehore	Vapi
Perinthalmanna	Shivamogga	Vellore
Porbandar	Siliguri	Vijayapura
Porvorim	Sodepur	Vijayawada
Pune	Solapur	Visakhapatnam
Raipur	Sonipat	Warangal
Rajahmundry	Sriganganagar	Yamunanagar
Rajkot	Sunam	Zirakhpur
Rajnandgaon	Surat	
Ratlam	Surendranagar	
Ratnagiri	Tarn Taran	
Rewa	Thane	
Sagar	Thrissur	
Saharanpur	Tirupati	
Salem	TumkurUdaipur	
Sanand	Udupi	
Sangrur	Ujjain	
Satna	Vadodara	



Maintain

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1800 570 0947



customersupport@zipcare.in