



Terms & Conditions AC Service

A **TATA** Product



ZipCare Maintain AC Service - T&C

This ZipCare Maintain - AC Service is entered between Infiniti Retail Limited (“IRL” or “Croma”) and the Customer (“You”) as specified on the ZipCare Maintain - AC Service invoice/receipt. This ZipCare Maintain - AC Service is for the maintenance of the Air Conditioner (“Product”) and shall be valid for the period of 30 days from the Date of Purchase of ZipCare Maintain - One Time AC service plan. Under this ZipCare Maintain - AC Service, IRL shall provide one-time service for the Product as applicable, subject to terms and conditions mentioned hereinafter.

General Terms and Conditions

1. This ZipCare Maintain - AC Service will cover the service as per the below mentioned table:

ZipCare AC Service Coverage
One-Time Wet Service for Air conditioner (“Service”)

2. This ZipCare Maintain - AC Service shall cover One-Time Wet Preventive Maintenance Service Only.
3. ZipCare Maintain - AC Service can be purchased for air conditioners which are up to 10 years old.
4. The plan is valid for 30 days from date of purchase. Auto closure of plan post 30 days.
5. This ZipCare Maintain - AC Service is valid only in the territory of India at Select 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 ZipCare Maintain - AC Service within 7 (Seven) days from the date of purchase of the same, subject to You not having availed Service or reported a Service request under the ZipCare Maintain - AC Service. You can cancel the ZipCare Maintain - AC Service by contacting Croma’s customer care at 1800-570-0947 or email us at customersupport@zipcare.in. Upon cancellation of the ZipCare Maintain - AC Service within the aforementioned cancellation period, the fee paid by You towards the ZipCare Maintain - AC Service Program will be refunded to You to Your original mode of payment subject to applicable deductions, if any.
7. This ZipCare Maintain - AC Service 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.

General Terms and Conditions

8. IRL shall not be liable for the non-performance of its obligations under this ZipCare Maintain - AC Service 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, floods, fire, pandemic, hostilities, riots, civil commotion, strike, lockout/lockdown, labour trouble, explosion, or any other cause or circumstance of whatsoever nature beyond its control.
9. This ZipCare Maintain - AC Service is non assignable, non-transferable. Only You can avail the services under ZipCare Maintain - AC Service.
10. 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.
11. IRL's liability under this ZipCare Maintain - AC Service is limited to providing Service covered under this ZipCare Maintain - AC Service. 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.
12. Customer agrees that IRL may collect and process the data provided by the Customer for the purpose of providing the ZipCare Maintain - AC Service and the same shall be governed as per Privacy Policy.
13. 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.
14. IRL may engage third parties whom IRL authorises including Assistance Service Partners for the fulfilment of the services under The plan

Service Request

1. You can raise 1 service request for the eligible product for which the plan has been purchased during the coverage period, post 48 hours from the date of purchase of the plan.
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.

Exclusions

1. This ZipCare Maintain - AC Service is not applicable for products under Manufacturer warranty.
2. This ZipCare Maintain - AC Service does not cover any AC repairs, Spare parts, gas refill and charges for the same are not covered in this plan.
3. This ZipCare Maintain - AC Service does not provide any reimbursement and service needs to be availed from IRL.
4. AC's being used for commercial usage will not be covered by this plan.

Customers Responsibilities

1. It shall be the responsibility of the Customer to make product available to ZipCare Maintain - AC Service 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 ZipCare Maintain - AC Service period. The service visit will be provided in terms of the table provided in clause 1 of General terms & conditions.
3. You agree to defend, indemnify, and hold IRL harmless, 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:
 - a) any wrongful act or omission attributable to you in relation to the usage of the ZipCare Maintain - AC Service;
 - b) any wilful misconduct, gross negligence or fraud committed by you;
 - c) your violation of the rights of a third party, including but not limited to intellectual property rights; or any overt harmful act toward any of our employees, representatives or agents, in each case, with who you connected for the purpose of ZipCare Maintain - AC Service plan.
 - d) Notwithstanding the foregoing, we reserve the right, at your expense, to assume the exclusive defense and control of any matter for which you are required to indemnify us, and you agree to cooperate, at your expense, with our defense 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.
4. Customer is responsible for providing safe working environment to ZipCare Engineer, failing which the engineer reserves the right to refuse to provide 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 ZipCare Maintain - AC Service 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	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	



Maintain

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1800 570 0947



customersupport@zipcare.in