



A **TATA** Product

# Terms & Conditions ZipCare Maintain Setup Service



# Terms of Service

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1. **ZipCare Maintain Setup Service:** It is an agreement for the Covered Products which contains the terms and conditions of which have been elaborated in this document
2. **We, Us, Our:** It means and includes Infiniti Retail Limited, Croma, our Affiliates, Associates and Service Provider
3. **Terms of Service:** It shall mean and include the terms which are specified in this document which may be coined as “Terms of Service” or “Agreement”
4. **Covered Product:** This means products which may be specified under **Clause 1**
5. **You, Your:** The person who buys our ZIPCARE MAINTAIN SETUP SERVICE that person shall be referred hereinafter as User/ Customer
6. **Service Plan:** It shall mean and include one or more plans which are specified under Clause 1
7. **Invoice:** It means the original receipt that has been issued to you by a certified Vendor/Retailer for the Covered Product, for which you have purchased a ZIPCARE MAINTAIN SETUP SERVICE
8. **Purchase Price:** It means the purchase price of the opted Plan / Service specified on the Invoice

## Introduction and Details of the Plan

This comprises of a software service plan for your laptop’s health and operational performances. This plan will support in increasing the laptop’s life & will prevent it from frequent software breakdowns due to virus & other malwares. It will additionally keep your data secure guarded against data loss & corruption.

The details about the Service offered are elaborated under hereinbelow;

# ZipCare Maintain - Lifetime\* Support for Laptop

## Software Services Which are Offered Under the Plan:

The below mentioned services shall be provided at the nearest Croma Stores

1. Thorough demo & walkthrough of all features | Account activation | Applications & Software Installation\*# | Hard disk partitioning | Basic setup as per requirement
2. Recovery drive creation which can be used to reset & re-install the windows operating system in case the system crashes.
3. Transfer of data from old to new system | Outlook data migration
4. Data backup assistance - Will help customer to backup data as and when required by customer.
5. One time Extended software troubleshooting support for one additional Laptop in the family.
6. Virus & Malware Removal Detection, diagnosis & removal of virus & malware.
7. Troubleshooting & Software Maintenance support for one additional Windows Laptop
8. Installation of required drivers | Assistance offered for printer & internet router basic setup
9. Exclusive for windows Laptop
10. Software troubleshooting assistance is covered till OEM (Original Equipment Manufacturer) support available.
11. Detection, clean up & virus/malware removal | Installation of necessary software# & updates
12. Valid Invoice copy with device purchase date will be mandatory for non croma customers who have purchased this plan

\*Licensed Software only | \$ Portable device not included | # Software fee not included

# ZipCare Maintain - Lifetime\* Support for Laptop

## Covered Under the Plan:

1. It will include unlimited in-store assistance for any laptop software support services mentioned above at any Croma store across India.
2. It will include at-home technician visit for 2 times\*.  
(\*within 5km radius of a nearby Croma store)

## Exclusions Under the Plan:

This plan shall not provide the following components:

1. Pirated software support and related issues – Clients cannot avail support for any sorts of UNAUTHORIZED OR ILLEGAL SOFTWARE related issues.
2. Hardware repair and replacement support – Customers are eligible for software support only for their newly purchased laptop from Croma. This plan does not incorporate any assistance or support for any hardware parts for laptop.
3. Cost of software – Any software required to be purchased while availing the service support the cost of that are to be borne by the customer.
4. \*Cost of SSD & RAM to be borne by the customer.

## Validity:

\*This plan is valid up to 10 years from the date of purchase of device.

# ZipCare Maintain - Laptop Support for 3 Years

## Software Services Which are Offered Under the Plan:

1. Assistance with setup and configuration of your laptop.
2. Setting up of printer & networking devices with drivers.
3. Support with restoring your Windows Operating System in case laptop crashes.
4. Back up / Transfer of data from various hardware.
5. Virus & Malware Removal Detection, diagnosis & removal of virus & malware.
6. Bug removal and defragmentation of drives to optimise the laptop speed.
7. Support for installation of SSD and upgradation of RAM\*

## Covered Under the Plan:

1. It will include unlimited in-store assistance for any laptop software support services mentioned above at any Croma store across India

## Exclusions Under the Plan:

This plan shall not provide the following components:

1. Pirated software support and related issues – Clients cannot avail support for any sorts of UNAUTHORIZED OR ILLEGAL SOFTWARE related issues.

# ZipCare Maintain - Laptop Support for 3 Years

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2. Hardware repair and replacement support - Customers are eligible for software support only for their newly purchased laptop from Croma. This plan does not incorporate any assistance or support for any hardware parts for laptop.
3. Cost of software - Any software required to be purchased while availing the service support the cost of that are to be borne by the customer

## Validity:

This plan is valid up to 3 years from the date of purchase.

\*Cost of SSD & RAM to be borne by the customer

# ZipCare Maintain - Laptop Support for 1 Year

## Software Services Which are Offered Under the Plan:

1. Assistance with setup and configuration of your laptop.
2. Setting up of printer & networking devices with drivers.
3. Support with restoring your Windows Operating System in case laptop crashes.
4. Back up / Transfer of data from various hardware.
5. Virus & Malware Removal Detection, diagnosis & removal of virus & malware.
6. Bug removal and defragmentation of drives to optimise the laptop speed.

## Covered Under the Plan:

1. 4 times in-store support.

## Exclusions Under the Plan:

This plan shall not provide the following components:

1. Pirated software support and related issues – Clients cannot avail support for any sorts of UNAUTHORIZED OR ILLEGAL SOFTWARE related issues

# ZipCare Maintain - Laptop Support for 1 Year

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2. Hardware repair and replacement support – Customers are eligible for software support only for their newly purchased laptop from Croma. This plan does not incorporate any assistance or support for any hardware parts for laptop
3. Cost of software – Any software required to be purchased while availing the service support the cost of that are to be borne by the customer

## **Validity:**

This plan will be applicable for 1 year only



# ZipCare Maintain - Printer Setup

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## Software Services Which are Offered Under the Plan:

1. Printer Setup
2. Pairing with devices
3. Troubleshoot Training

## Covered Under the Plan:

1. Only installation and support of related drivers is covered under the plan.
2. One-time software support

## Exclusions Under the Plan:

This plan shall not provide the following components:

1. Pirated software support and related issues – Clients cannot avail support for any sorts of UNAUTHORIZED OR ILLEGAL SOFTWARE related issues
2. Hardware repair and replacement support – Customers are eligible for software support only for their newly purchased laptop from Croma. This plan does not incorporate any assistance or support for any hardware parts for laptop
3. Cost of software – Any software required to be purchased while availing the service support the cost of that are to be borne by the customer

# ZipCare Maintain - Printer Setup

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## Validity:

This plan will be applicable for one time only and has one-time validity and the validity expires once the service has been completed by the ZipCare Technician

# ZipCare Maintain - Laptop Servicing

## Software Services Which are Offered Under the Plan:

1. Device Check-up
2. Virus Removal
3. Drive Defragmentation
4. Power Management
5. Optimizing System Settings

## Covered Under the Plan:

1. Only installation and support of software is covered under the plan
2. One-time software support

## Exclusions Under the Plan:

This plan shall not provide the following components:

1. Pirated software support and related issues - Clients cannot avail support for any sorts of UNAUTHORIZED OR ILLEGAL SOFTWARE related issues
2. Hardware repair and replacement support - Customers are eligible for software support only for their newly purchased laptop from Croma. This plan does not incorporate any assistance or support for any hardware parts for laptop
3. Cost of software - Any software required to be purchased while availing the service support the cost of that are to be borne by the customer

# ZipCare Maintain - Laptop Servicing

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## Validity:

This plan will be applicable for one time only and has one-time validity and the validity expires once the service has been completed by the ZipCare Technician

# ZipCare Maintain - Anti-virus Support

## Software Services Which are Offered Under the Plan:

1. Virus Removal
2. Anti-virus Installation\*
3. Malware removal
4. Software updates.

## Covered Under the Plan:

1. Only installation and support of software is covered under the plan
2. Detection, diagnosis & removal of virus & malware
3. One-time software support

## Exclusions Under the Plan:

This plan shall not provide the following components:

1. Pirated software support and related issues – Clients cannot avail support for any sorts of UNAUTHORIZED OR ILLEGAL SOFTWARE related issues
2. Hardware repair and replacement support – Customers are eligible for software support only for their newly purchased laptop from Croma. This plan does not incorporate any assistance or support for any hardware parts for laptop
3. Cost of software – Any software required to be purchased while availing the service support the cost of that are to be borne by the customer

# ZipCare Maintain - Anti-virus Support

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## Validity:

This plan will be applicable for one time only and has one-time validity and the validity expires once the service has been completed by the ZipCare Technician

\*Anti-virus License Fee is not included in the plan

# ZipCare Maintain - Data Transfer

## Software Services Which are Offered Under the Plan:

1. Data Backup & Transfer
2. Creating Backup Files
3. Data Migration
4. Restoring Factory Settings

## Covered Under the Plan:

1. Only Back / Transfer of data from various hardware.
2. Create Backup file on portable storage device\*
3. Outlook data migration.

## Exclusions Under the Plan:

This plan shall not provide the following components:

1. Pirated software support and related issues – Clients cannot avail support for any sorts of UNAUTHORIZED OR ILLEGAL SOFTWARE related issues
2. Hardware repair and replacement support – Customers are eligible for software support only for their newly purchased laptop from Croma. This plan does not incorporate any assistance or support for any hardware parts for laptop

# ZipCare Maintain - Data Transfer

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3. Cost of software - Any software required to be purchased while availing the service support the cost of that are to be borne by the customer

## **Validity:**

This plan will be applicable for one time only and has one-time validity and the validity expires once the service has been completed by the ZipCare Technician

\*Portable storage device to be provided by customers



# ZipCare Maintain - OS Setup

## Software Services Which are Offered Under the Plan:

1. Operating System upgradation & configuration
2. Dual Boot System
3. Driver Installation
4. Device Optimization

## Covered Under the Plan:

1. Only installation and support of software is covered under the plan
2. One-time software support

## Exclusions Under the Plan:

This plan shall not provide the following components:

1. Pirated software support and related issues - Clients cannot avail support for any sorts of UNAUTHORIZED OR ILLEGAL SOFTWARE related issues
2. Hardware repair and replacement support - Customers are eligible for software support only for their newly purchased laptop from Croma. This plan does not incorporate any assistance or support for any hardware parts for laptop
3. Cost of software - Any software required to be purchased while availing the service support the cost of that are to be borne by the customer

# ZipCare Maintain - OS Setup

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## Validity:

This plan will be applicable for one time only and has one-time validity and the validity expires once the service has been completed by the ZipCare Technician

# ZipCare Maintain - Laptop Setup

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## Software Services Which are Offered Under the Plan:

It includes basic software onboarding services like

1. Operating System Installation & Configuration
2. Windows Recovery File on portable storage device\*
3. Operating System / Driver back-up\*
4. Drive Partition
5. One-time Device setup
6. Operating System configuration
7. Device training & demo
8. Software Installation
9. Mail Box Setup
10. Data Migration\*

## Covered Under the Plan:

1. Only the installation and support of software is covered in this plan

# ZipCare Maintain - Laptop Setup

## Exclusions Under the Plan:

This plan shall not include the following components:

1. Cost of software - Any software required to be purchased while availing the service support the cost of that are to be borne by the customer
2. Pirated software support and related issues - Clients cannot avail support for any sorts of UNAUTHORIZED OR ILLEGAL SOFTWARE related issues
3. Hardware repair and replacement support - Customers are eligible for software support only for their newly purchased laptop from Croma. This plan does not incorporate any assistance or support for any hardware parts for laptop

\*Portable storage device to be provided by customers

## Validity:

This plan will be applicable for one time only and has one-time validity and the validity expires once the service has been completed by the ZipCare Technician

# ZipCare Maintain - Free PC Setup

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## Software Services Which are Offered Under the Plan:

1. One-time Device setup
2. Operating System configuration
3. Device training & demo
4. Software Installation

## Covered Under the Plan:

1. One-time software support
2. Only installation and support of software is covered under the plan

## Not Covered Under the Plan:

This plan shall not provide the following components:

1. Hardware repair and replacement support – Customers are eligible for software support only for their newly purchased laptop from Croma. This plan does not include any assistance or support for any hardware parts for laptop
2. Pirated software support and related issues – Customers cannot avail support for any UNAUTHORIZED OR ILLEGAL SOFTWARE related issues
3. Non Croma customers – Customers who have not bought new laptops from Croma stores or website will not be eligible to avail this service

## ZipCare Maintain - Free PC Setup

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4. Cost of software - Any software required to be purchased while availing the service support are to be borne by the customer

### **Validity:**

1. This plan has one-time validity and the validity perishes once the service has been performed by the ZipCare Technician

# ZipCare Maintain – Mobile Setup

## Services Which are Offered Under the Plan:

Services which are offered under the plan:

1. Unboxing & Initial setup
2. Demo of the device
3. Basic training on device features
4. Contact Transfer assistance
5. ID creation & Mailbox setup
6. Assistance on Data Backup & Transfer or Formatting old Phone (Android to Android, Android to iOS, iOS to iOS, iOS to Android)
7. Cloud account creation\*
8. Browser installation (Google Chrome, Mozilla etc)
9. Connectivity Setup with smart devices like Smartwatches, Bluetooth speaker etc. (Instore)
10. Advance training on essential features

## Covered Under the Plan

1. Set up Assistance
2. Data Transfer Assistance\*
3. Set-up essentials

# ZipCare Maintain – Mobile Setup

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## Not Covered Under the Plan:

This plan will not provide the following components:

1. Pirated software support and related issues – Clients cannot avail support for any sorts of UNAUTHORIZED OR ILLEGAL SOFTWARE related issues
2. Hardware repair and replacement support – Customers are eligible for software support only for their newly purchased mobile from Croma. This plan does not incorporate any assistance or support for any hardware parts for mobile
3. Cost of software – Any software required to be purchased while availing the service support the cost of that are to be borne by the customer

## Validity:

This plan will be applicable for one time only and has one-time validity and the validity expires once the service has been completed by the ZipCare Technician



# ZipCare Maintain – Premium Laptop Setup

## Services Which are Offered Under the Plan:

It includes basic onboarding services like

1. Basic Setup and Initialization.
2. APFS Disk Utility
3. Data Transfer from old device (Migration & Time machine).
4. Connected Support: Syncing your mac and your APPLE devices in store.
5. Outlook to Apple Mail data Migration on Mac
6. Basic Training on Apple Branded Apps (iMovie, Apple photos, GarageBands, Pages, Numbers, Final Cut Pro, Logic Pro & more)
7. Training on macOS (Ventura 13) Essential Features.
8. Install / Upgrade/ Downgrade OS as per customer need
9. Dual Boot System : Installing a Parallels Desktop Software for new M1/M2 Mac\*\* (Run Windows on Mac)
10. Connected Support: Syncing your mac and your Apple devices. (Apple TV, Apple Watch, iPad, iPhone & more)
11. Printer and Router setup with Mac.
12. Tune-Up : Checking Activity Monitor to pause running APPs in background, Malware support by scanning & cleaning the system and installing software during plan tenure\*\*, Emptying caches, Updating APPs & software.

# ZipCare Maintain – Premium Laptop Setup

## Covered Under the Plan

1. Unlimited Instore Support
3. Connected Support: Syncing your mac and your Apple devices
4. 1 Service free for old laptop
5. Only the installation and support of software is covered in this plan

## Not Covered Under the Plan

This plan will not provide the following components:

1. Hardware repair and replacement support – Customers are eligible for software support only for their newly purchased Laptop from Croma. This plan does not include any assistance or support for any hardware parts for Laptop.
2. Pirated software support and related issues – Customers cannot avail support for any UNAUTHORISED OR ILLEGAL SOFTWARE related issues.
3. Cost of software/Apps – Any software/app required to be purchased while availing the service support are to be borne by the customer.
4. Installation of unauthorized application

## Validity:

This plan is valid up to 2 years from the date of purchase

# How to Avail the ZipCare Maintain Setup Service

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1. Talk to us on 1800 570 0947 or write to us at [customersupport@zipcare.in](mailto:customersupport@zipcare.in)
2. Schedule an appointment with ZipCare Team

# Additional Terms Governing the Service Plans

Notwithstanding anything which are mentioned hereinabove, the Service Plans shall be subject to the following terms

1. You shall have the option to cancel the ZipCare Maintain Setup Service 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 ZipCare Maintain Setup Service. You can cancel the ZipCare Maintain Setup Service by visiting any Croma store or by contacting Croma's customer care. Upon cancellation of the ZipCare Maintain Setup Service within the aforementioned cancellation period, the fee paid by You towards the ZipCare Maintain Setup Service Program will be refunded to You to Your original mode of payment subject to applicable deductions, if any.
2. Device on which any of the Service Plan will be used should be in proper working condition and must function properly.
3. Though we would take all required and necessary steps to transfer the data successfully still there might be some situation beyond our power and control such as power failure during transfer, hard-disk failure during transfer, data transfer connector/ cable malfunction, User involvement in the process or mishandling by the User, or any other operation or function conducted by the User on the unit during the transfer process.
4. We shall in no situation be held liable in any way for partial or complete loss of any virus infected data which might be deleted due to the anti-virus upon transfer to the new device.
5. Notwithstanding anything mentioned hereinabove, we shall not be held liable in any way due to any loss which includes the notional loss caused owing to partial or complete loss of data during the process of such transfer of data from one device to another as may be opted under any of the above stated Service Plans.
6. Any process which requires HDD or pen drive and such HDD or pen drive is hampered or pirated due to any reason including transfer of other files which might in return result in loss of data either partially or completely then in such a scenario we shall not be liable for restoring the original data.
7. Any sort of pen drive which comprises of OS recovery file shall not be used for storing any other data or for any other purpose.
8. The Services provided through the Service Plans which are enumerated in this document shall be compatible on licensed software only. No sort of software or other program which is a pirated version shall be transferred through any of the Service Plans. In case there is a pre-existing copied software in the device on which any of the Service is being done which may result in any issues, we will not be answerable to provide any support or resolve any issues arising due to or in connection to such pirated software.

# Additional Terms Governing the Service Plans

10. You shall be held liable at all times to memorise the credentials (like log in name, password, mobile number for OTP, etc) for all the original software licenses or for the device. We shall not be held accountable for any issue that may arise including failure to access the software or device due to loss of credentials

## Limitation of Liability:

Notwithstanding anything which is stated in this Terms of Use, the total aggregate liability of the IRL/Croma under this Agreement whether it is in contract (which including in respect of the indemnity), tort (including negligence or breach of statutory duty, obligation/s), misrepresentation, restitution or otherwise for any consequential, incidental, indirect, special, punitive or other such loss or damage, including but not limited to those such as and/or resulting from loss of data, loss of profits, loss of business, business interruption, loss of business information, depletion of goodwill, loss, pure economic loss and/or similar losses, however arising in connection with the Services, or in connection with the performance or contemplated performance of this Agreement shall be limited to the cost paid which is required to purchase such Service Plans.

This limitation of liability cannot in any way be waived or removed by any person. This limitation of liability will be applicable even though you/user has advised Croma / its representative of the possibility of any such damages or even if such possibility was reasonably foreseeable.

## Your Responsibility:

You shall at every given time held responsible to keep the Pen drive safe and not tamper with any time for setting up the Operating System. If it is seen that the Pen Drive is tempered with software corruption or reused with some other software, or in cases where Pen drive is lost or unavailable, we would only be able to install from our end the Online Windows Version / Generic version which may be different from the original version installed version in the laptop under the concerned plan. Any claims otherwise shall not be entertained in any way.

You must backup all data prior to handing over your device/s for availing the Services. IRL is not responsible including but not limited for loss, destruction, damage, corruption, recovery, storage or backup of data.

# Additional Terms Governing the Service Plans

## Modification, Termination & Assignment:

1. We/Croma shall at all point in times have right to modify the terms of service of any Service Plans including but it shall not be limited to add or remove any plan whether partially or completely and shall not be required to seek any permission or indemnify any user for the same.
2. All the plans are cannot be assigned in nature and shall be specific to the device for which it is purchased. The details of the device shall be mentioned the invoice while purchasing the service plans
3. Croma shall have the right to terminate the services in case the serial number of the laptop or such other device does not match with the serial number as may be specified on the invoice. In all such scenarios customer shall not get any compensation or claims against such terminations.

## Miscellaneous

1. We may in some scenario assign or depute or subcontract the services or part of services provided under any ZIPCARE MAINTAIN SETUP SERVICE without any prior notice to any user.
2. This Terms of Service/Agreement is to considered complete in itself and exclusive agreement between Croma and Customer/user relating to the subject matter hereof. Any statements or representations which is made by resellers, ASPs or others that are inconsistent with this Agreement then they shall not be binding upon Croma. No sorts of amendment or modification shall be binding, until and unless made in writing and signed by an authorized representative of Croma.
3. We shall not be held accountable for delay in furnishing or failing to furnish service if such delay or failure which may be caused by an act of God, strike, pandemic, epidemic, lockdown, bandh, governmental action or any other cause beyond Croma's control.
4. If any of the provision of these Terms of Service shall be regarded to be invalid, illegal or unenforceable, the validity, legality and enforceability of the remaining provisions hereof shall not in any way be affected or impaired.

## Additional Terms Governing the Service Plans

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5. The marketing brochures are made specifically for educating customers about the conditions and terms of ZIPCARE MAINTAIN SETUP SERVICE and they have no commercial value.
6. Any disputes which might arise in connection with this ZIPCARE MAINTAIN SETUP SERVICE shall be governed or regulated by the laws of India. The courts of Mumbai shall have the exclusive jurisdiction over disputes arising hereunder.
7. All the rights are reserved with Croma.
8. The ZIPCARE MAINTAIN SETUP SERVICE is limited only within the territorial limits of 5km radius from location of the Croma Store from where the plan is bought from and Croma shall sole right to include or exclude any area or region from the purview of serviceable limits without seeking any approval from the Users.

# ZipCare Maintain Setup - Serviceable Cities

Agra	Dehradun	Kolhapur	Patia
Ahmedabad	Delhi	Kolkata	Patiala
Ahmednagar	Dhanbad	Kota	Porbandar
Akola	Eluru	Kurnool	Porvorim
Amravati	Faridabad	Latur	Pune
Amreli	Gandhidham	Lucknow	Raipur
Anand	Gandhinagar	Ludhiana	Rajahmundry
Ankleshwar	Ghaziabad	Madanapalle	Rajkot
Asansol	Gujarat	Mahbubnagar	Ratlam
Aurangabad	Guntur	Mandya	Salem
Bangalore	Gurugram	Mangalore	Secunderabad
Baramati	Gwalior	Mehsana	Sehore
Bardoli	Haridwar	Mohali	Shivamogga
Belagavi	Hosur	Morbi	Solapur
Bharuch	Howrah	Mumbai	Sriganganagar
Bhatinda	Hubli	Mysore	Surat
Bhavnagar	Hyderabad	Nadiad	Surendranagar
Bhilai	Indore	Nagpur	Thane
Bhopal	Jaipur	Nashik	Thrissur
Bhubaneshwar	Jalandar	Navi Mumbai	Udaipur
Bhuj	Jalna	Navsari	Udupi
Bilaspur	Jamnagar	New Delhi	Ujjain
Calicut	Jamshedpur	Noida	Vadodara
Chandigarh	Junagadh	Ongole	Vapi
Chandrapur	Kalyan	Palakkad	Vijayawada
Chennai	Kanpur	Palanpur	Visakhapatnam
Coimbatore	Karimnagar	Panchkula	Warangal
Dabolim	Khandwa	Panipat	Yamunanagar
Davanagere	Kochi	Pathankot	Zirakpur





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