

Terms & Conditions - Fan ("Product") Extended Warranty

1. This Extended Warranty is valid only in the territory of India.
2. It is mandatory for the Customer to register the Product with Havells as per the guided activation process. If the Product is not registered, in the case of defect or failure scenario, Havells would attempt to take it up with the Customer on a best effort basis.
3. The following mandatory information is required for activating Havells Extended Warranty:
 - a. Name of the customer as per Government of India issued ID proof
 - b. Contact number
 - c. Email ID
 - d. Serial no. of the product
 - e. Make and model of the product
 - f. Invoice date

Whereas Havells will make all efforts to collect the above information from the Customer, it is the responsibility of the Customer to ensure that all the said information is made available to Havells. Havells will be able to activate Extended Warranty after receiving the above-mentioned information. In case of non-receipt of the above-mentioned information, any claim on the said product may be declined by Havells at its discretion.

4. The Product must be under standard warranty for availing the Extended Warranty by the Customer, the terms and conditions of which have been set out in this document.
 - The Extended Warranty can be purchased within standard warranty of the product. Extended Warranty will start immediately from end of standard warranty.

Coverage under Extended Warranty:

 - Standard warranty is extended
 - The plan covers all defects & electric malfunctions as covered under the original manufacturer's warranty
 - Cashless, unlimited repairs & unlimited home visits if required
 - The plan starts the day after the standard warranty ends
 - To be sold within standard warranty.
 - The sum of standard warranty and Extended Warranty cannot exceed 5 years
- Extended Warranty plan tenure options will be 1 year, 2 year and 3 years respectively
- The sum of the terms of standard Warranty and Extended Warranty should be a maximum of 5 years inclusive
- In the event of repairs of any part/s of the Product, this Extended Warranty will thereafter continue and remain in force only for the unexpired period of the Extended Warranty. The time taken for repair and in transit, whether under the warranty or otherwise, shall not be excluded from the warranty period.

5. The Customer can pay the Extended Warranty charges by Credit/Debit card/DD/Net banking/cheque in favour of Havells in advance and proof of payment in case of credit/debit card or Net banking /DD/cheque shall be attached by the Customer at the time of signing the Extended Warranty document. Extended Warranty shall become effective only on realization of payment.
6. Any additional service visit during the Extended Warranty period in the event of any breakdown/malfunctioning of the Product on Customer's complaint will be free of charge as per applicable Extended Warranty type. In case of breakdown of the Product after the term of this Extended Warranty, the Customer will be charged for the service visit and repair of the Product as per prevailing policy of Havells.

7. Where any part /component of the Product is replaced during the Extended Warranty period due to failure of such part / component, the defective spare part/component shall be sole property of the Company or its Authorized Service Partner during the Extended Warranty period.
8. Extended Warranty shall not be applicable in case the Product is used for commercial purpose. In case a Product is converted to commercial use after taking the Extended Warranty, in such case Extended Warranty shall stand terminated and the Customer shall not be entitled to any refund or damages in any manner whatsoever.
9. In case the Customer wants to terminate the Extended Warranty before the expiry of Extended Warranty, Havells shall not be liable to refund any amount for remaining tenure of Extended Warranty.
10. Renewal of the Extended Warranty after its expiry will be at the sole discretion of Havells. Such renewal may be subject to revised terms and conditions including revised Extended Warranty charges.
11. The Extended Warranty shall not cover service visits or replacement of parts under the following circumstances:
 - If the Product is serviced, repaired, installed, de-installed, re-installed or otherwise attended to by any person other than the Authorized Service Representative of the Company.
 - If customer violates Extended Warranty terms and conditions, instruction manual guidelines, recommendations of Authorised Service Representative and/or operates the Product otherwise than as per Product specifications.
 - If the serial number affixed by the Company on the Product or any part thereof is damaged, defaced, obliterated, or erased/ tampered with for any reason whatsoever or if Product is refurbished/modified.
 - If the Product is operated in conditions otherwise than normal conditions (e.g. abnormal Voltage surge, corrosive/alkaline/acidic atmosphere, dust, installation near the open drainage system etc.)
 - Any harm caused due to accident, negligence, improper maintenance, mishandling, tampering, incurred in transit by the customer or which can be attributed to the fault of the customer.
 - Any harm resulting from any unforeseeable circumstances such as force majeure event etc.
 - Any liability resulting from any un-authorized adaptations, attachments and/or adjustments to the Product or from a third party apparatus or equipment;
 - Damage to the Product or any parts due to transportation/relocation;
 - Defects occurring due to usage of local or non-recommended spares, consumables;
 - Visits for re-demonstration at Customer's request or for de-installation and re-installation at a different location.
 - Failure reported in Product due to external factors like electricity, or otherwise;
 - Any harm caused due to any defect in any electrical/civil installation(s), wiring or third party products.
 - Any damage to the Product due to household pets, rodent or any other insect/animals
 - If the Product is serviced or repaired by any person other than Company's Authorized Service Representative.
 - If customer violates Guarantee terms and conditions, installation and operation guidelines, recommendations of Authorised Service Representative and/or operates the Product otherwise than as per Product specifications or in abnormal conditions (e.g., voltage surge, etc.).
 - If serial number affixed on the Product is damaged, erased or tampered with or if Product is used for commercial purpose.
 - If incompatible regulator or stepless electronic regulator are used in the Product.
 - If an external regulator/ remote is/are used to regulate the operating speed of the Product.
 - Any harm caused due to accident, negligence, improper maintenance, mishandling, tampering, incurred in transit by the customer or which can be attributed to the fault of the customer.

- cosmetic damage, accidental damage, aesthetics, consumables, paint job, physical damage, liquid damage, accessories, and parts that are not covered under the standard warranty
- Any damage caused to motor winding of the Product due to usage power supply from inverters.

12. Due to non-availability of spares or inability of Havells to provide service, Havells may, at its own discretion terminate the Extended Warranty and, in such case, shall refund to the Customer the Extended Warranty charges on pro rata basis, limited to remaining period of the Extended Warranty.
13. In the event the Product is not serviceable or repairable during the Extended Warranty period due to technology upgrades, obsolescence of technology, discontinuance of Product/part and/or reasons beyond the control of the Company, the Company will replace the Product with the then prevailing equivalent/upgraded Model. In this event Customer will be liable to pay the differential amount between the market value of the new Product and depreciated value of customer's old Product.
14. This Extended Warranty sets out all the terms and conditions under which Havells 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.
15. No modification or variation of this Extended Warranty is permitted during the subsistence of the Extended Warranty.
16. Havells shall not be liable for the non-performance of its obligations under this Extended Warranty 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.
17. This Extended Warranty does not provide for refund.
18. This Extended Warranty cannot be assigned or transferred in favour of any third party.
19. This Extended Warranty will be applicable within municipal limits of city, beyond that it will attract actual transportation and conveyance charges.
20. In case of any request to change the location where the Product has been initially installed during the Extended Warranty, the Customer will log in a request with customer care cell to ensure that the de-installation / inspection of the Product is done by a Company's Authorized Service Representative at the existing location. Thereafter the Customer shall transport the Product to the new location at his own cost and consequences for re-installation of the Product. The Customer shall again log in a request with the customer care cell for such re-installation which shall be undertaken by Company's Authorized Service Representative. Such de-installation and re-installation, undertaken during the Extended Warranty period shall be done on chargeable basis. Any damage to the Product caused on account of such transit shall be at Customer's cost and risk and Company shall not be held responsible in any manner whatsoever.
21. If the Product is not repairable at the place of installation, then the decision of Havells Authorized Service Representative to take the Product to the service center for repair shall be final. Havells decisions on all questions and complaints regarding the defects shall be conclusive
22. Every visit by Havells Authorised Service Representative will be made within reasonable time from receipt of service request & services can be expected only during working hours & working days of Havells. No services will be provided on National/State public holidays or if prohibited by Govt. regulations.
23. Havells liability under this Extended Warranty is limited to providing services and replacement of necessary parts as covered under this Extended Warranty. Havells 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. Maximum liability (direct and indirect) of Havells under this Extended Warranty will be limited to the amount paid by the Customer for availing the Extended Warranty.

24. Customer agrees that Havells may collect and process the data provided by the Customer for the purpose of providing the Extended Warranty.
25. The validity, interpretation and performance of this Extended Warranty shall be governed by the laws of India and the parties hereby submit to the exclusive jurisdiction of the courts of competent jurisdiction at Delhi.
26. In the event of any defect or failure of the Product, the Customer has to call Havells helpline at 08045771313 to report the issue.