

Logitech India Warranty Claim Policy & Procedure

Logitech warrants to the original purchaser that your Logitech hardware product shall be free from defects in material and workmanship for the length of time, identified on your product package and/or at www.logitech.com under specifications for your product, from the date of purchase.

Logitech Authorized Walk-in Center (WIC) enables Logitech India customers to get Warranty Support on Logitech Products sold in India by Logitech Electronics India Pvt. Ltd., which are claimed to be defective while they are within Logitech's worldwide warranty terms and conditions.

It is recommended to contact Logitech Customer Care before contacting a Walk-In Center (WIC), as Customer Care may be able to help resolve the product issue. The same applies, if you have a technical support question, software issues/questions, complaints, requests, or feedback, please contact Customer Care first:

- Toll-free number: 1-800-572-4730
- Opening hours: Monday to Friday: 09.00-18.00
- Except for official National and Public holidays
- Customer Care website: <http://support.logitech.com>
- Customer Care contact page: <http://support.logitech.com/contact>

The WIC locations are open:

- Monday to Friday: 09.00-17.30
- Saturday: 09:00-13:30
- Except for official national and public holidays

In the event you need to contact a Walk-In Center (WIC), the list of Walk-In Center locations can be found [below](#).

The WIC will accept all claims for defective Logitech products received at the WIC either by:

- Consumer delivery
- Courier delivery (from Upcountry locations where WIC is not available)

The WIC locations will only provide a Carry-In Exchange Support. It is not possible to send products or arrange advance replacements with a Walk-In Center location.

In order to receive support or assistance with warranty claims, the following will be requested and is required to provide to the WIC location:

- Proof of Purchase in the form of a sales receipt or dated itemized receipt from an authorized Logitech Dealer or Reseller that shows a description of the product along with its price. The Proof of Purchase will be used for warranty verification purposes.

- Consumer Personal details, such as name, address, and contact information.
- The Logitech product with all original parts and accessories included. This includes keyboard and mouse combo products which must be both provided.

If your Logitech product is determined to be faulty and needs to be replaced, the following apply:

- According to Logitech Limited Hardware Warranty (<http://www.logitech.com/warranty>), the WIC location will replace a defective product at its sole discretion with either a new product or with a refurbished product of an equivalent or better functionality.
- Obsolete or discontinued products that are defective and under warranty will be replaced with the same product, if available. Otherwise, it will be replaced with a product of equivalent or better functionality.
- If the warranty replacement product is not available at the WIC location you may be requested to return at a later time to collect the warranty replacement product. Should this be the case the WIC location will provide detailed information when you will be able to collect the warranty replacement product.
- The warranty replacement product will be opened and demonstrated by the WIC to ensure full functionality at the time of exchange.
- A sign-out form in the form of a job sheet will be required to sign in order to release the warranty replacement product. The form confirms the replacement product's full functionality and confirmation of receipt of the warranty replacement product.
- A replacement product is warranted for the remainder of the original product's warranty period or thirty (30) days, whichever is longer, or for any additional period of time that may be applicable in your jurisdiction.
- Any non-defective Product will be returned to the consumer by the WIC with a Rejection Sheet. All consumer requests (i.e. accepted and rejected) are recorded by the WIC in their CRM system.
- If the WIC determines that a product is defective and within the warranty period and the WIC is not able to offer a suitable replacement product, the WIC may offer the consumer a refund through a cheque or via NEFT.

DOA	support	in	India
Guidelines			

1. In case of a product found to be functionally defective by the sales partner at the time of sale to customer, Logitech will consider that product as Sales DOA.
2. Sales DOA should be submitted to Logitech WIC along with the Original Packaging and all Original Accessories within 7days of the product found to be DOA.
3. Original Purchase invoice of the product should be provided / submitted to WIC along with the DOA Product.
4. Sales Partner should provide his Personal details, such as name, address, and contact information to WIC for call Login.
5. WIC will log call into CRM & issue Pending sheet against the DOA Product.
6. WIC will issue a new Product against the DOA to the sales partner. The product issued will be new & in original packaging. The Import Label of the product will be in name of WIC Partner with all details including MRP.

7. WIC will note the replacement product serial number from the Box and the same will be recorded in CRM for any future reference.
8. In case of non-availability of the product, WIC will process a refund in name of sales partner based on his purchase invoice amount. For refund purposes, the sales partner will be required to provide his bank details to WIC.

If a Logitech product is purchased by a Retail Consumer in India and is found to be DOA, the consumer should, within 7 days from date of purchase, either:

- Visit the closest Logitech WIC.
- If the consumer is not located near a WIC, the consumer should contact Logitech Customer Care by calling the toll-free number. An incident number will be provided by the Logitech Customer Care center to the consumer, quoting this reference number, should either take the product to a WIC or sent it via Courier to the WIC. In this instance a maximum of 14 calendar days are allowed between receipt at the WIC and when the incident number was provided by Logitech Customer Care to the consumer.

Escalation :

In the event you have any feedback, concerns or complaints in regards to our Walk-In Center, please feel free to contact Customer Care on our toll-free number 1-800-572-4730 or through the contact page found here: <http://support.logitech.com/contact>

Walk-in Center locations

Location	Walk-In Center Address	Phone Number
Ahmedabad	Ensure Support Services India Limited, 201/B, City Pride Near Hotel Nalanda, Mithakhali Cross Road, Navarangpura, Ahmedabad, Gujarat, Pin Code-380006	+91 7926561927
Amritsar	Ensure Support Services India Limited, c/o CELL POINT, Shop No. 105, Sunrise Plaza, Copper Road, Near Bakewell Bakery, Amritsar, Punjab, Pin Code-143001	+91 9888154331
Bangalore	Ensure Support Services India Limited, No. 103, 104-A & 104-B, "A" Block, Queens Corner 3, Queens Road, Opp. Indian Express Building, Bangalore, Karnataka, Pin Code-560001	+91 7824084102
Baroda	Ensure Support Services India Limited, No.001, Yogiraj Complex, 45/B Nutan Bharat Society, Alkapuri, Baroda, Gujarat, Pin Code-390007	+91 9033050153/ 9033060155
Bhopal	Ensure Support Services India Limited, 2nd Floor, Plot No-51, Zone 1, Near Sangat Plaza Hotel, Maharana Pratap Nagar, Bhopal, Madhya Pradesh, Pin Code-462011	+91 7554936396
Bhubaneshwar	Ensure Support Services India Limited, 1st Floor, Plot No.100, Saheed Nagar, Dist - Khurdha, Bhubaneshwar, Odissa, Pin Code-751007	+91 674-2548540/ 2548492

Calicut	Ensure Support Services India Limited, c/o Fortune Service,1st Floor, 5/3472, Merry Land Squire Building, Near Baby Memorial Hospital, Thiruthiyad Road, Calicut, Kerala, Pin Code-673004	+91 0495-4015028
Chandigarh	Ensure Support Services India Limited, SCO 5, First Floor, Sector 20D, Chandigarh, Punjab, Pin Code-160020	+91 172 5093005 / 5093004
Chennai	Ensure Support Services India Limited, 3rd Floor RNG Tower, Old No-398, New No-824/2, Anna Salai, Nandanam, Chennai, Tamil Nadu, Pin Code-600035	+91 7824845801
Cochin	Ensure Support Services India Limited, Papali Chambers, 42/2501, 1st Floor, Tatapuram, Sukumaran Road, Cochin - Kerala, Pin Code - 682018	+91 484 4863203
Coimbatore	Ensure Support Services India Limited, No-94A & 95, Prasad Chambers, East Arokiaswamy Road, RS Puram, Coimbatore, Tamil Nadu, Pin Code-641002	+91 422 4976303
Dehradun	Ensure Support Services India Limited, No-109 Tagore Villa, Mauza Chukkuwala, Mehar Colony, Chakrata Road, Dehradun, Uttrakhand, Pin Code-248001	+91 135 2655797 / 2653045
Ghaziabad	Ensure Support Services India Limited, c/o Kashvi Enterprises, No. 1, First Floor, Surya Plaza, Opp. R.K Banquet, Near Rakesh Marg, Main G.T. Road, Ghaziabad, Uttar Pradesh -Pin Code 201001	+91 1204157715/ 9953001474
Goa	Ensure Support Services India Limited, 501/521, 5th Floor, City Centre, Patto Plaza, Panaji, Goa, Pin Code-403001	+91 832 6634501 / 6634502
Gurgaon	Ensure Support Services India Limited, M - 7, Ground Floor, Old DLF Colony Sector - 14, Gurgaon, Haryana, Pin Code-122001	+91 124 43813850
Guwahati	Ensure Support Services India Limited, Mitra Building, Ashram Road, Ulubari Chariali, Guwahati, Assam, Pin Code-781007	+91 361 2450611 / 2450612
Hubli	Ensure Support Services India Limited, Ground Floor, Diamond Corner, Opp Sawai Gandhrava Hall, Deshpande Nagar, Hubli, Karnataka, Pin Code-580029	+91 836 2213755 / 4256517
Hyderabad	Ensure Support Services India Limited, H.No. 6-3-885/7/C/2/S1, Amit Plaza, 2nd Floor, Nr. Rajiv Gandhi Statue, Somajiguda, Hyderabad, Telangana, Pin Code-500082	+91 40 66811805 / 66811802
Indore	Ensure Support Services India Limited, First Floor, Malwa Tower, B- Block,10, Old Palasia	+91 731 4986913 / 4995347

	Guitarwala Square, AB Road, Indore - Madhya Pradesh, Pin Code - 452001	
Jaipur	Ensure Support Services India Limited, F-46-B First Floor, Ramesh Marg, C-Scheme, Jaipur, Rajasthan, Pin Code-302001	+91 141 4700670
Jammu	Ensure Support Services India Limited, c/o J K Computer Media, Opp. Ranbir Library, Kachi Chawni, Parade Road, Jammu, Jammu & Kashmir, Pin Code-180001	+91 9419198070
Kanpur	Ensure Support Services India Limited, 112/8, Benajhabar Main Road, Opp. Sachiv Nivas, Kanpur, Uttar Pradesh, Pin Code-208002	+91 8939822084
Kolkata	Ensure Support Services India Limited, P-89, CIT Road, Entally, Puddapukur, Kolkata, West Bengal, Pin Code-700014	+91 33 40325607
Kolkata - IT Market	Ensure Support Services India Limited, c/o Secure Computer Service & Solution, 33 Chittaranjan Avenue Basement, Nr. Chandichowk Metro Station Gate#5, Kolkata, West Bengal, Pin Code-700012.	+91 33 40017205 / 22114808 / 9674882222
Lucknow	Ensure Support Services India Limited, 18 Madan Mohan Malviya Marg, Lucknow, Uttar Pradesh, Pin Code-226001	+91 522 4311105 / 03
Ludhiana	Ensure Support Services India Limited, Office No. 104, 1st Floor, S.C.O 130,131,132, Apra Tower, Feroze Gandhi Market, Ludhiana, Punjab, Pin Code-141001	+91 161 4100237 / 4622929
Madurai	Ensure Support Services India Limited, Door No. 40, 1st Floor Maniram Complex, Behind Cinipriya Theatre, Kuruvikaran Salai, Anna Nagar, Madurai, Tamil Nadu, Pin Code-625020	+91 452 4294242
Mangalore	Ensure Support Services India Limited, C/O HCiT Services 15-18," Astral", Padavu, Kalpane Kulashekar, Mangalore- 575005	+91 9902868955/ 9686676755
Mumbai - Andheri	Ensure Support Services India Limited, Unit no.821, 2nd Floor, Solitaire Corporate Park, Andheri Ghatkopar Link Road, Chakala, Andheri East, Mumbai, Maharashtra, Pin Code-400093	+91 22 62040900
Mumbai - Lamington Rd	Ensure Support Services India Limited, c/o M/s World IT, 15, Floor-1, Plot-13, Patel Mansion, Topiwala Lane, Opp. Dr. D Bhadkamkar Marg, Grant Road, Mumbai, Maharashtra, Pin Code-400 007	+91 22 49152110 / 33152110 / 7977745068
Nagpur	Ensure support services India Ltd, Plot No. 49, Bhagva Ghar Tadka Restaurant Lane, Beside Traffic Children's Park, Dharampeth, Nagpur, Maharashtra, Pin Code-440010	+91 9561417943 / 8087278638

Nashik	Ensure Support Services India Limited, Plot No. 33, Ground Floor, Behind Manyawar Building, College Road, Nasik, Maharashtra, Pin Code-422005	+91 07397761893
New Delhi	Ensure Support Services India Limited, A-61/1, GROUND FLOOR, Okhla Industrial Area, Phase-II, New Delhi, Pin Code-110020	+91 11 46575100
New Delhi - West Delhi	Ensure Support Services India Limited, c/o V K Raj Computer, UG-21 Suneja Tower-1, Janakpuri District Centre, Janakpuri, New Delhi, Pin Code-110058	+91 11 45058599
New Delhi - Nehru Place	Ensure Support Services India Limited, c/o V K Raj Computer, No. 606, 6th Floor, Siddhartha Building-96, Nehru Place, New Delhi, Pin Code-110019	+91 11- 47037730, 9540233468
Patna	Ensure Support Services India Limited, 6A, Commercial Building Road No.1, North Side of Children Park SK Puri, Boring Road, Patna, Bihar, Pin Code-800001	+91 612 2540389 / 2540390
Pondicherry	Ensure Support Services India Limited, No 12, 1st Floors, 2nd Cross Road, Jawahar Nagar, Boomianpet, Puducherry, Pin Code-605005	+91 413 2200314 / 2200316
Pune	Ensure Support Services India Limited, No-201-202-203 & 205, Sheetal Plaza, 2nd Floor, Final Plot No-499, Off-C-Road of Model Colony, Next to Hotel Ambasadar, Shivaji Nagar, Pune, Maharashtra, Pin Code-411016	+91 20 25664113
Raipur	Ensure Support Services India Limited, c/o Shyam Incorporation, Shop No.-25, 1st Floor, Samvet Shikar Complex, Opp. BJP Office, Near Dainik Bhaskar Complex, Raipur, Chattisgarh, Pin Code-492001	+91 771 4911082 / 9479220254
Ranchi	Ensure Support Services India Limited, c/o IT Services, Shop No. UG-1, City Centre, Ground Floor, Near Gossner College, Club Road, Ranchi, Jharkhand, Pin Code-834001	+91 9304430777
Siliguri	Ensure Support Services India Limited, c/o Micro Lab, 2nd Floor, H/407/335, Bijaydeep, Sevoke Road, Darjeeling, Siliguri, West Bengal, Pin Code-734001	+91 8101968365
Surat	Ensure Support Services India Limited, Office No. M/20 to 23, Shreenath Complex, Opp. Jivan Jyot Cinema, Udhna, Surat, Gujarat, Pin Code-394210	+91 261 2272571 / 2272572
Thane	Ensure Support Services India Limited, c/o CCom Telecommunications Pvt Ltd, PKD F-11, Eternity Mall, Teen Haath Naka, Thane (West), Maharashtra, Pin Code-400604	+91 9167203572

Trichy	Ensure Support Services India Limited, C-87, North East Extension, 6th Cross, Sastri Road, 1st Floor, Nagappa Complex, Thillai Nagar, Trichy, Tamil Nadu, Pin Code-620018	+91 431 4020736 / 4011333
Trivandrum	Ensure Support Services India Limited, TC-15/1805(3), 1st Floor, Mahesh Estates, Vazhuthacaud, Trivandrum, Kerala, Pin Code-695014	+91 471 4014494
Varanasi	Ensure Support Services India Limited, D-58/12, A-86, 1st Floor, Gandhi Nagar Colony, Sagra, Varanasi, Uttar Pradesh, Pin Code-221010	+91 542 2227583
Vijaywada	Ensure Support Services India Limited, c/o Sri Jishnu Communications, #28-19-2/1, 1st Floor, Opp. Ratna Bag Showroom, Beside SBI ATM, Nr. Ramammandiram, Yasin/Janda Street, Arundalpet, Vijaywada, Andhra Pradesh, Pin Code-520002	+91 9502498211 / 9246511555
Visakhapatnam	Ensure Support Services India Limited, 47-10-3/9, 103, 1st Floor, Medicherla Towers, Nr. Diamond Park, Dwarakanagar, Visakapatnam, Andhra Pradesh, Pin Code-530016	+91 891 2567881