

Xtracover Extended Warranty Service Plan - Terms & Conditions

Fees per device:

Xtracover Technologies Pvt. Ltd shall charge the amount of warranty services as per below.

Above mentioned prices are on the following basis

- Rates are subjective to taxes and shall be charged as applicable.

Warranty Terms & Conditions

1. Introduction These terms and conditions ("Terms") govern the Extended Warranty Services ("Service") provided for the covered devices listed below. By purchasing or utilizing this Service, the customer agrees to these Terms.

Warranty Program Duration: 12 /24 / 36 months after brand Warranty expired.

* Brand warranty & Extended Warranty cannot exceed more than 48 months in total.

Warranty provided by: Xtracover Technologies Pvt Ltd. (Formerly knowns as Aforeserve Technologies Pvt. Ltd)

2. Activation of Plan :The plan need to be activated within 300 days from the date of purchase of plan or before expiry of OEM warranty, whichever is earlier ---- it is 300 days in Extended warranty or before the OEM warranty expires .

3. Scope of Coverage The Service extends the manufacturer's warranty for the specified duration as per the plan purchased. Coverage applies to the following devices ("Covered Devices"):

- **Mobiles:** Smartphones and feature phones.
- **Laptops:** Notebooks, Ultrabook's, and gaming laptops.
- **Other Electronic Appliances:** Bluetooth devices, speakers, headphones, tablets, I Pads, smartwatches, and similar electronic accessories.
- **Home Electronic Appliances:** Refrigerators, washing machines, air conditioners, televisions, microwaves, and similar household electronics.

Not covered items

- Remote, Charger, Battery, externally added devices.

remote controls, cables, chords, gas refill/recharge/top-up in air conditioners, cartridges and printer heads, tapes, software items, batteries, external Joysticks, chargers, external earphones, external headphones, fuses, bulbs, stylis, ribbons, plastic Parts, rubber, sheet-metal parts, doors, main liner, cracks, paintwork, product finish, dents, scratches, plugs, rubber pads, stabilizer, grills, external keyboard, touchpad or mouse pad, casing, trays, light covers, filters, attachments, belts, toner, drums or any other add-ons (accessories such as blades, jars, tubs, covers, plates, etc.), cleaning and lubrication, alignment and descaling.

4. Coverage Details The Extended Warranty Service covers the following:

4.1. Functional and Electrical Failures: Extended Warranty covers Malfunctions & Breakdowns due to manufacturing defects.

4.2. Parts and Labor: Costs for parts replacement and labour to repair covered defects.

5. Exclusions The Service does not cover:

5.1. Damage caused by accidents, liquid spills, fire, or other external factors.

5.2. Cosmetic damage that does not affect functionality (e.g., scratches, dents).

5.3. Consumables and accessories, including batteries, chargers, cables, and remote controls.

5.4. Unauthorized repairs or modifications.

5.5. Theft, loss, or damage due to misuse, negligence, or intentional harm.

5.6. Items not covered include remote controls, chargers, batteries, and externally added devices.

5.7. Any duplicate /local spare parts/component installed in the device.

5.8. Unauthorized repairs or use of unauthorized parts.

5.9. Damage occurring due to natural calamities like floods, earthquakes and acts of God.

Any product fraudulently described or misrepresented by Customer .

Damage to computer hardware, software and data caused by, including, but not limited to virus, application programs, network drivers, source code, object code or proprietary data, support, configuration, installation or reinstallation of any software or data.

Product(s) with removed or altered serial numbers.

Issues arising out of wear and tear of the Covered Product.

5.10. This warranty remains valid only until OEM (Original Equipment Manufacturer) support and OEM spare parts/ compatible are available in the Indian market.

6. Service Period

6.1. The Service commences immediately after the manufacturer's warranty expires and continues for a duration of 12, 24 or 36 months, depending on the plan purchased.

6.2. The maximum aggregate liability under this Service will not exceed the original purchase price of the Covered Device.

7. Warranty Provider This Service is provided by Xtracover Technologies Pvt. Ltd. (formerly known as Aforeserve Technologies Pvt. Ltd).

8. Eligibility

8.1. The Covered Device must be purchased from Amazon along with the new product.

8.2. The Service must be activated within the prescribed period after the device's purchase, as mentioned in the plan.

8.3 any discount/cashback/exchange discount mentioned on the invoice will not be considered, since we consider the selling price (before discount price) and not the MRP or an after discount price.

9. Claims Process

9.1. In the event of a malfunction:

- Notify us through the designated customer care channels.
- Provide the required documentation, including proof of purchase and Service activation.
- Register your complaint under the XtraCover Protection Plan at **8860396039** or Email ID: contactus@xtracover.com within 3 days of the occurrence of the Product failure and we will make the appropriate arrangements to resolve the problem. If the Product is portable, you may be asked to take it to the nearest repair centre.

9.2. Repairs will be carried out by authorized service centres.

10. Transfer of Ownership

10.1. The Service is transferable to a new owner if the Covered Device is sold, provided the original documentation is transferred as well.

10.2. Notify us in writing of the transfer within 30 days of the sale.

11. Refunds

11.1. If the device is declared as beyond Economic repair due to any **Functional and Electrical Failures. Then there will be two options.**

A. Repair or replacement is guaranteed basis, replacement will be new or refurbished matching the features, variant and capacity of the product.

B. “Beyond Economical Repairs” i.e. BER or “Total Loss” shall mean the estimated cost of repairs is not economical with respect to the depreciated value as per Prevailing Market Price or Invoice value of Your Product. If the repair cost is above 75% of device value, the service request shall be considered as Beyond Economical Repair (BER) and shall be settled on a Total Loss basis, also have to submit the device to the XtraCover.

12. Depreciation

from the Date of Purchase of the Product as per below, where “Months” shall mean the period elapsed (in months and parts thereof); from “the Date of Purchase of the Original Product”. It will be applicable for Extended Warranty, Accidental Damage Protection, and Total Protection plans.

Months	Mobile/ Tablet/Laptop	Other Products
0 – 3	15%	20%
4 – 6	20%	25%
7 – 9	25%	30%
10 – 12	30%	30%
13 – 18	40%	35%

19 – 24	50%	40%
25 – 36	60%	55%
37 – 48	Plan not Available	70%

13. Limitations of Liability

13.1. We are not liable for incidental or consequential damages, including loss of use, loss of data, or loss of revenue.

13.2. The Service does not guarantee uninterrupted or error-free operation of the Covered Device.

14. Governing Law and Dispute Resolution

14.1. These Terms are governed by the laws of the jurisdiction where the Service is purchased (New Delhi).

14.2. Disputes will be resolved through arbitration or courts as per the applicable law in New Delhi

15. Amendments We reserve the right to modify these Terms with prior notice. Updated Terms will be shared via our official communication channels.

16. Contact Information For queries, claims, or support, contact our customer service team at:

- Email: contactus@xtracover.com
- Phone: 8860396039

Working Hours:

Monday to Saturday: 9:30 AM to 6:30 PM

Closed on Sundays and Public Holidays.

17. Service Levels:

Response time - within 24 hours of problem reported at Call Centre.

Resolution time - within 14 working Days of problem reported at Call Centre .

Turnaround time will also depend on the nature of issue and availability of the spare parts with OEM

18. Acknowledgment By purchasing the Extended Warranty Services, you acknowledge that you have read, understood, and agree to these Terms.

Accidental Damage & Liquid Damage Protection (ADLDP/ADP)

Services Terms & Conditions

1. Introduction These terms and conditions ("Terms") govern the Accidental Damage & Liquid Damage Protection (ADLDP) provided by Xtracover Technologies Pvt. Ltd. (formerly known as Aforeserve Technologies Pvt. Ltd). By purchasing or utilizing this Service, the customer agrees to these Terms.

2. Scope of Coverage the Service provides protection against accidental and liquid damage, as well as screen damage, for eligible devices ("Covered Devices").

Coverage applies to:

- **Mobiles:** Smartphones and feature phones.
- **Laptops:** Notebooks, Ultrabook's, and gaming laptops.
- **Other Electronic Appliances:** Bluetooth devices, speakers, headphones, tablets, I Pads, smartwatches, and similar electronic accessories.
- **Home Electronic Appliances:** Refrigerators, washing machines, air conditioners, televisions, microwaves, and similar household electronics.

The plans need to be activated within 2 working days of the purchasing the accidental, physical and liquid damage protection plan. Failing to activate the plan leads plan failure without the possibility of cancellation and/or refund. The plan needs to be activated with in 7 days of the purchasing.

You will be covered under the above-mentioned protection plan policy for a sum insured of up to the maximum of the equipment purchase value for accidental damage (including liquid damage) but excluding theft and burglary of your equipment during the policy period. Please refer to the exclusions as mentioned in the Insurance Policy Terms and Conditions enclosed herewith. Please note that in case of Damage (partial loss) to the covered equipment under the policy, you will be paid the repair cost of your equipment after adjustment of compulsory deductible specified in the terms.

You must intimate the Accidental Damage claim to Xtracover Technologies Pvt. Ltd by telephone/e-mail, immediately after you have discovered the loss but not later than forty-eight (48) hours (excluding Sundays & National holidays) of discovering the accidental damage loss/incident. Xtracover Technologies Pvt. Ltd cannot be held responsible for declining the service request if failing to report the damage/incident within the specified time limit.

3. Coverage Details : the Service covers:

3.1. Accidental Damage: Damage caused by unexpected and unintentional external events such as drops, falls, and collisions.

3.2. Liquid Damage: Damage caused by accidental exposure to liquids, including spills and immersion.

3.3. Screen Damage: Cracks, shattering, or other physical damage to the device's screen due to accidental impact.

4. Exclusions The Service does not cover:

4.1. Damage caused by intentional acts, negligence, or misuse.

4.2. Theft, loss, or disappearance of the device.

4.3. Cosmetic damage, including scratches, dents, and discoloration that do not affect functionality.

4.4. Pre-existing conditions or damages prior to activation of the Service.

4.5. Unauthorized repairs or use of unauthorized parts.

4.6. Accessories such as chargers, batteries, cables, cases, and external attachments.

4.7. Damage due to natural disasters, war, or other force majeure events.

4.8. This warranty remains valid only until OEM (Original Equipment Manufacturer) support and OEM spare parts/ compatible are available in the Indian market.

5. Service Period The Service is valid for a period of 12 / 24 /36 months, depending on the plan purchased, commencing from the date of activation or as mention in the plan.

6. Eligibility

6.1. The Covered Device must be purchased from Amazon along with the new product.

6.2. The Service must be activated within the prescribed time frame after the device's purchase.

7. Claims Process

7.1. In the event of accidental or liquid damage:

- Notify us within the stipulated time frame through the designated customer care channels.
- Submit the required documentation, including proof of purchase, Service activation details, and a description of the incident.

7.2. Assessment and repair will be carried out by authorized service centers. If repair is not feasible, compensation will be provided as per Section 9.

8. Transfer of Ownership

This is not applicable for ADLD

*The Service is not transferable to a new owner if the device is sold, provided the original documentation and proof of Service activation are also transferred. Notify us in writing within 30 days of the transfer.

9. Refunds/Depreciation

For ADLD we will need to define the depreciation percentage.

Depreciation from the Date of Purchase of the Product as per below, where “Months” shall mean the period elapsed (in months and parts thereof); from “the Date of Purchase of the Original Product”. It will be applicable for Extended Warranty, Accidental Damage Protection and Total Protection Plans.

Months	Mobile/ Tablet/Laptop	Other Products
0 – 3	15%	20%
4 – 6	20%	25%
7 – 9	25%	30%
10 – 12	30%	30%
13 – 18	40%	35%
19 – 24	50%	40%
25 – 36	60%	55%
37 – 48	Plan not Available	70%

“**Beyond Economical Repairs**” i.e. **BER** or “**Total Loss**” shall mean the estimated cost of repairs is not economical with respect to the depreciated value as per Prevailing Market Price or Invoice value of Your Product. If the repair cost is above 75% of device value, the service request shall be considered as Beyond Economical Repair (BER) and shall be settled on a Total Loss basis, also have to submit the device to the XtraCover.

Service Order Charges/ Claim Processing Fee

The repair request / claim submission is subject to You paying Service Order Charges of 5% of the original purchase price of Your product or Rs.1,000/-; whichever is higher when your Product has suffered Damage covered under “Screen Damage Protection Plan”, “Accidental Damage Protection Plan” and / or “Total Protection Plan”. These charges are payable at the time of registering a Service Request / Claim.

Service Order Charge where applicable is payable at the time of registering the service request.

10. Limitations of Liability

10.1. We are not liable for incidental or consequential damages, including loss of use, loss of data, or loss of revenue.

11. Governing Law and Dispute Resolution

11.1. These Terms are governed by the laws of the jurisdiction where the Service is purchased (New Delhi)

11.2. Disputes will be resolved through arbitration or courts as per the applicable law.

12. Amendments We reserve the right to modify these Terms with prior notice. Updated Terms will be shared via our official communication channels.

13. Contact Information For queries, claims, or support, contact our customer service team at:

- Email: contactus@xtracover.com
- Phone: [8860396039](tel:8860396039)

14. Acknowledgment By purchasing the ADLDP or SDP Service, you acknowledge that you have read, understood, and agree to these Terms.

15. Service Levels:

Response time - within 24 hours of problem reported at Call Centre.

Resolution time - within 14 working Days of problem reported at Call Centre . Turnaround time will also depend on the nature of issue and availability of the spare parts with OEM.

DO

- Enter the correct customer & device details in the application/ system for seamless claim process.
- Only Sell this plan if the device serial number matches with the number mentioned in the product invoice.
- Upload correct GST invoice in the system or App.
- If there is a discount on the device, the plan should be sold on the original price of the device.

DON,TS:

*Don't sell Xtracover plans on devices which are not covered by manufacturer warranty in India.

*Don't sell this plan on already damaged or malfunctioned devices.

*Do not sell this plan if the brand to which the device belongs does not have at least 1 authorized service centre anywhere in India.

Do not sell the plan if a particular device is bought outside India or via a channel or retailer that is not an official channel mandate or recognized by brand.

Total Protection Plan Services Terms & Conditions

1. Introduction These terms and conditions ("Terms") govern the Total Protection Services ("Service"), which include Accidental Damage & Liquid Damage Protection (ADLDP), Screen Damage Protection (SDP), and Extended Warranty Services ("Extended Warranty"). By purchasing or utilizing this Service, the customer agrees to these Terms.

2. Scope of Coverage The Total Protection Service offers comprehensive coverage for eligible devices ("Covered Devices"). The coverage includes:

- **Accidental Damage Protection:** Covers unexpected and unintentional external events such as drops, falls, and collisions.
- **Liquid Damage Protection:** Covers damage caused by accidental exposure to liquids, including spills and immersion.
- **Screen Damage Protection:** Covers cracks, shattering, or other physical damage to the device's screen due to accidental impact.
- **Extended Warranty:** Extends the manufacturer's warranty to provide coverage for mechanical and electrical failures.

3. Covered Devices Coverage applies to the following devices:

- **Mobiles:** Smartphones and feature phones.
- **Laptops:** Notebooks, Ultrabook's, and gaming laptops.
- **Other Electronic Appliances:** Bluetooth devices, speakers, headphones, tablets, I Pads, smartwatches, and similar electronic accessories.
- **Home Electronic Appliances:** Refrigerators, washing machines, air conditioners, televisions, microwaves, and similar household electronics.

4. Coverage Details

4.1. Accidental and Liquid Damage (ADLDP/SDP):

- Covers repair or replacement costs for damages arising from accidents or liquid exposure.
- Includes parts and labor costs for covered damages.

4.2. Extended Warranty:

- Covers **Functional and Electrical Failures** failures arising from defects in materials or workmanship.
- Includes parts replacement and labor costs for covered repairs.

5. Exclusions The Service does not cover:

- 5.1. Damage caused by intentional acts, negligence, or misuse.
- 5.2. Theft, loss, or disappearance of the device.
- 5.3. Cosmetic damage (e.g., scratches, dents) that does not affect functionality.
- 5.4. Pre-existing conditions or damages prior to activation of the Service.

- 5.5. Unauthorized repairs or use of unauthorized parts.
- 5.6. Accessories such as chargers, batteries, cables, cases, and external attachments.
- 5.7. Damage due to natural disasters, war, or other force majeure events.
- 5.8. Any duplicate /local spare parts/component installed in the device.
- 5.9. This warranty remains valid only until OEM (Original Equipment Manufacturer) support and OEM spare parts/ compatible are available in the Indian market.

6. Service Period

6.1. The Total Protection Service is valid for a period of 12/24/36 months, depending on the plan purchased.

6.2. Coverage commences:

- For ADLDP/SDP: From the date of plan activation.
- For Extended Warranty: Immediately after the manufacturer's warranty expires.

7. Eligibility

7.1. The Covered Device must be purchased from Amazon along with the new product.

7.2. The Plan must be activated within 2 working days from the date of purchase of plan or before the expiration of oem warranty , which ever is earlier > The plan must be activated with in 3 days (48-72 hours)from the date of purchase of device .

8. Claims Process

8.1. In the event of damage or malfunction:

- Notify us through the designated customer care channels.
- Provide the required documentation, including proof of purchase, Service activation details, and a description of the incident.

8.2. Repairs will be carried out by authorized service centre's.

- If repair is not feasible, compensation will be provided as per Section 10.

9. Transfer of Ownership It is not applicable for TPP

10. Beyond Economic Repair (BER) If the device is declared beyond economic repair, the liability under this Service will be limited to the lower of:

10.1. The cost of repair.

10.2. The depreciated value of the device at the time of the claim.

Depreciation from the Date of Purchase of the Product as per below, where "Months" shall mean the period elapsed (in months and parts thereof); from "the Date of Purchase of the Original

Product". It will be applicable for Extended Warranty, Accidental Damage Protection and Total Protection Plans.

Months	Mobile/ Tablet/Laptop	Other Products
0 – 3	15%	20%
4 – 6	20%	25%
7 – 9	25%	30%
10 – 12	30%	30%
13 – 18	40%	35%
19 – 24	50%	40%
25 – 36	60%	55%
37 – 48	Plan not Available	70%

10.3. The maximum aggregate liability under the Service, which will not exceed the original purchase price of the Covered Device.

10.4 Our liability in the event of a refund will be restricted to the coverage amount, and any expenses incurred for prior claims

during the policy period will be deducted from the refund amount.

Service Order Charges/ Claim Processing Fee

The repair request / claim submission is subject to You paying Service Order Charges of 5% of the original purchase price of Your product or Rs.1,000/-; whichever is higher when your Product has suffered Damage covered under "Screen Damage Protection Plan", "Accidental Damage Protection Plan" and / or "Total Protection Plan". These charges are payable at the time of registering a Service Request / Claim.

Service Order Charge where applicable is payable at the time of registering the service request.

11. Refunds

1. If the device is declared as beyond Economic repair due to any **Functional and Electrical Failures. Then there will be two options.**

A. Repair or replacement is guaranteed basis, replacement will be new or refurbished matching the features, variant and capacity of the product.

B. "Beyond Economical Repairs" i.e. BER or "Total Loss" shall mean the estimated cost of repairs is not economical with respect to the depreciated value as per Prevailing Market Price or Invoice value of Your Product. If the repair cost is above 75% of device value, the service request shall be considered as Beyond Economical Repair (BER) and shall be settled on a Total Loss basis, also have to submit the device to the XtraCover.

12. Limitations of Liability

12.1. We are not liable for incidental or consequential damages, including loss of use, loss of data, or loss of revenue.

12.2. The Service does not guarantee uninterrupted or error-free operation of the Covered Device.

13. Governing Law and Dispute Resolution

13.1. These Terms are governed by the laws of the jurisdiction where the Service is purchased (New Delhi)

13.2. Disputes will be resolved through arbitration or courts as per the applicable law (New Delhi).

14. Amendments We reserve the right to modify these Terms with prior notice. Updated Terms will be shared via our official communication channels.

15. Contact Information For queries, claims, or support, contact our customer service team at:

- Email: contactus@xtracover.com
- Phone: 8860396039

Working Hours:

Monday to Saturday: 9:30 AM to 6:30 PM

Closed on Sundays and Public Holidays.

16. Service Levels:

Response time - within 24 hours of problem reported at Call Centre.

**Resolution time - within 14 working Days of problem reported at Call Centre .
Turnaround time will also depend on the nature of issue and availability of the spare parts with OEM.**

17. Acknowledgment By purchasing the Total Protection Service, you acknowledge that you have read, understood, and agree to these Terms.

If you are not satisfied with the service provided by XtraCover, you may contact us on following coordinates or may address letter at following address:

XTRACOVER TECHNOLOGIES PRIVATE LIMITED

- A-1, 3rd Floor, FIEE Complex Okhla Industrial Area Phase-2,
New Delhi South Delhi DL 110020 India
- CIN : U74999DL2017PTC313555
- For any query call on 886 039 6039 between 09:30 to 18:30 IST, Monday to Saturday (Excluding Holidays)
- or by email at contactus@xtracover.com