



OTSR 12 MONTH PRODUCT DOCUMENT

Terms & Conditions

1. Period: Valid for 12 months from the date of purchase of device or one-Service request, whichever is earlier.
2. Offer is valid only for 1-time screen replacement.
3. To avail benefit under this offer, customer in the event of screen damage needs to call on designated number of Shotformats Digital Productions Pvt Ltd within 5 days from the date & time of loss.
4. One-time repair service as you request during the Contract Period above for a nominal non-refundable Service Fee of Rs. 750/-
5. Customer is requested to produce invoice which has a mention of coverage of warranty along with ID Proof (Aadhar/Pan Card /Driving License) at the time of service request or availing the offer.
6. In the event of availing offer, Customer is requested to walk into the nearest retail Store, submit the handset to the Store manager and obtain acknowledgement. Alternatively customer can directly visit / call to M/s. Shotformats Digital Productions Pvt Ltd on 022-28717171 or 022-62456666 / email us: service@biscootsecure.com
7. The Retail Store Manager will inform the customer about receipt of handset after completion of display replacement for collection. We request the customer to walk into the retail store for collection of the same within 7 working days.
8. At the time for replacement/repair of handset display or screen is dependent on the availability of the display or part from OEM and retail store reserves the rights with respect to the time for replacement/repair under this warranty.
9. The list of retail stores along with complete address is available on the website
10. In case of non-availability due to whatsoever reason including force majeure condition, beneficiary hold harmless to all the party associated.
11. This offer covers the cost of display only. In case any other components get damaged, the costs of the other components other than display shall be borne by the customer.
12. This warranty will be void in case the handset is already opened/ tampered / repaired by non- authorised service centre.
13. Screen damage where device activation date is prior to Invoice Date, will be denied.
14. Screen damage to Demo Units, will be denied.
15. Screen damage where documents/invoice are prima facie found to be false or fabricated or the original invoice is lost or torn, will be denied.



16. Screen damage shall be denied if it is already covered under any offer made by OEM of similar nature or offer.
17. Screen damage arising outside territorial limits of India, will be denied.
18. Screen damage, which is cosmetic in nature, will be denied.
19. Screen damage due to incorrect storage, poor care and maintenance, careless use, gross negligence, incorrect installation and incorrect set-up, will be denied.
20. Any loss or damage to accessories and panels even if forming a part of standard pack or to any complimentary or ancillary product/s made available under any promotional scheme and all damage resulting to SIM card.
21. Loss or damage to recording media, software or data, software generated problems of third party or the reloading software. Loss of stored data during the process of dismantling for repairs.
22. Retail store reserves the right to refuse to provide warranty services if it would result in breach of applicable laws.
23. Software related issues will not qualify for screen replacement warranty.
24. The Indian courts shall have an exclusive jurisdiction in respect of any dispute.