



Section 1 - Definitions

This document gives information about Shotformats, Customer and Covered Equipment & other terms & conditions of covered product

Beneficiary– The purchaser, whose name is as shown on the Invoice of covered Equipment. However, his / her Spouse, Children & Parents can use the equipment. Whereas company, beneficiary/user shall mean any employee of the company authorised to use the Equipment.

Covered Equipment: Device purchased as shown on purchase Invoice, for product category such as Mobiles, Tablets/Phablets (both Data & Voice), Desktop & Laptops, I pods, speakers/Gears, Watches.

Cover Period: From the date immediately after completion of 12months from covered equipment purchase date, till next 1 years subject to app or product or services is successfully registered or activated within 300 days from the date of purchase of covered equipment.

Covered Value: Equipment value as mentioned in the purchase invoice or declared value by customer, whichever is lower.

OEM: Original Equipment Manufacturer, the company that has manufactured or owns the Brand for selling the Covered Product and has provided standard primary warranty as defined and specified in the warranty manual.

Section 2 – The scope of cover

Provided beneficiary/user has purchased covered equipment along with proposer product or services within cover period and declared Covered Equipment to Shotformats and completed the activation by obtaining the activation certificate. Service provider in the following event to covered equipment will accept liability towards repair or replacement with same or similar equipment or at their option will arrange for payment as per policy terms and condition, provided original equipment is covered under standard manufacturer warranty for minimum of 12 months, if the equipment require

- Repair or replacement of spare parts/equipment and labor cost including local TAXES, based on the original purchase price of the covered equipment, as per the manufacturer manual unless specifically excluded.

Section 3 – Exclusions

This Extended Warranty product does not cover:

1. If the product does not carry an existing manufactures warranty valid in India
2. Any repair cost arising, which is done by unauthorised Service Centre which is proven by the Job Sheet provide by the Authorised Service Centre.
3. Loss caused by incorrect storage, poor care and maintenance, careless use, gross negligence, incorrect installation and incorrect set-up.
4. Losses which are covered under the manufacturer's warranty or similar guarantee prior to the inception or effect/start of cover.
5. Loss or damage caused by wear and tear.
6. Any defect that is not initially covered by manufacturers or suppliers warranty
7. Routine maintenance, cleaning, lubrication, adjustments or alignments, overhaul, modification and de-scaling.
8. Any defect caused as a result of improper usage, negligence, transit/transportation damage and wilful misuse.
9. Loss or damage caused by extraneous perils such as Fire, Explosion, flood, earthquake, accident, sand, water, or other natural calamities, voltage fluctuation, theft, attempted theft, malicious damage, and accidental damage
10. Reception or transmission problems resulting from external causes/perils.
11. Batteries, control knobs, connecting cords, smart cards, light bulbs, attachments, cables, light covers or rain covers and other consumables as applicable.
12. Data/hardware corruption arising due to virus infection.
13. Modification/alteration or any sort made to the circuitry, original design of the product.
14. The Serial Number/Model number of the set has been tampered with or removed.
15. Any defect caused by usage of wrong power supply, voltage, corrosion, rust or stains or any problem with supply of electricity
16. Should necessary spare parts for repair be subject to import restrictions of a country resulting in delay in repairs, there will be no liability arising out of such delay.
17. Products being recalled by the manufacturer.
18. Service requests arising from the failure to follow manufacturer's instructions.
19. Labor Costs, if no fault is found in the product is not covered
20. Cosmetic damage including but not limited to damage to paintwork or dents or scratches.
21. Costs due to rust, corrosion or water damage.



22. Unauthorized repairs performed by third parties or previously repaired by a non approved service centre or service agent, excluding incidence such as case changes and the like.
23. Any loss or damage to a person or property, direct, consequential or incidental damages arising from the use of or inability to use the product
24. Loss or damage to recording media, software or data, software defects or software generated problems including, third party software or the reloading software.
25. Loss of stored data during the process of dismantling for repairs
26. Any loss or damage to a person or property, direct, consequential or incidental damages arising from the use of or inability to use the product

Section 4 – Compensation

Total Loss: –

Compensation for any Partial Loss service request will be by repair to the Covered Equipment or NEFT/payment to the customer's account by suitable mode. Maximum liability for each Covered Equipment shall be cost of repair. If the repair cost or maximum liability at the time of loss exceeds the total loss settlement, Shotformats shall settle the service request on total loss under BER (Beyond Economic Repair).

Partial Loss: –

Compensation for any Partial Loss service request will be by cashless repair, to the covered equipment or NEFT/payment to the customer's account by suitable mode. Maximum liability shall be cost of repair. If the repair cost or maximum liability at the time of loss exceeds the total loss settlement, Shotformats shall settle the service request on total loss under BER (Beyond Economic Repair).

The covered value or maximum liability shall be calculated as follows by applying depreciation on the service request value only for total loss:

| Age | Depreciation |
|---------------|----------------------|
| Up to 2 years | 30% of Covered Value |

Maximum liability shall be calculated as maximum of 70% of the covered equipment purchase price.

Section 5 – Product Condition

Customer or beneficiary shall at all times agree & declare that:

- Take all reasonable steps to safeguard the covered equipment.
- covered equipment is purchased and covered product/services & registered/activated within 300 days from the date of purchase
- In the event of loss, declare/disclose all the material fact about the incidence or event and submit salvage.
- In the event of a loss, all benefits shall be forfeited, where there are any misrepresentations, misdescription or non disclosure of any material fact significant to admission of liability and assessment of loss.

Section 6 – Service Request Procedure

In the event of loss, customer or beneficiary is required to do following steps:-

- The event needs to be notified to Shotformats and take the covered equipment, to nearest authorized service centre & obtain service estimate towards the occurred malfunction.
- Do not get the covered equipment repaired unless authorized by Shotformats.
- All service request related documents or correspondence need to be submitted to Shotformats not later than 15 days or such reasonable time from the date and time of the event.

Section 7 – Contact points for Service Request

All service request related queries and submission of related document/s or correspondence should be directed to Shotformats by calling on 022 – 28717171/62456666 or by sending SMS as “BSP (space) <mobile number> (on which customer wish to get reply) on 52040 e.g. BSP 1234567890.

On the basis of your call Shotformats will guide you further course of action.



All service request related documents or correspondence need to be submitted to Shotformats i.e. Original service request document/s with one additional photo copy of all original service request document/s.

Note: All original documents shall be retained by Shotformats and shall not be returned to the Customer/Beneficiary.

For service request guidance or assistance and service request related issues, customer/beneficiary can contact to contact Shotformats.

Customer/Beneficiary can inform about the service request and know their service request status and also get all other relevant information by calling on **022 – 28717171/62456666** or writing an email at service@biscootsecure.com or by sending an SMS as “BSP (space) <mobile number> (on which customer wish to get reply) on 52040 e.g. **BSP 1234567890**

Please refer <http://biscootsecure.com> to view or download product related documents, obtain information regards to product terms & condition, service request process etc.

This scheme is available at select stores/outlets.