

## **Prospectus: SMART CARE - Extended Warranty Insurance**

Whether you are buying home entertainment equipment, a home appliance, or even a kitchen appliance you want to make sure you get the maximum out of your new purchase. Our Smart Care extended warranty insurance policy will indemnify you against the repair and replacement costs in respect to the product, caused by a breakdown arising out of manufacturing defects and/or due to poor workmanship of the service personnel of the authorised workshops during the policy period. This policy can be availed by the customer anytime during the manufacturer’s warranty period but not after the expiry of manufacturer’s warranty period.

### **A. Why choose this protection?**

#### **1. Comprehensive cover**

The company will indemnify the insured against the repair or replacement costs in respect of the insured product caused by a breakdown arising out of manufacturing defects and/or due to poor workmanship of the service personnel of the authorized workshops during the policy period, provided that the liability of any one insured product in any one policy period will not individually or in the aggregate exceed the sum insured set against such item in the schedule. Repair costs inclusive of parts, labour and call out charges are also covered. The coverage starts after the Manufacturer’s Warranty period is over and continues for the duration mentioned in the policy schedule. The coverage can be taken for 1 to 3 years period.

**Depreciation:** In case of total loss or product replacement our maximum liability will not exceed the sum insured subject to the depreciation stated in the Schedule. However, no depreciation will be applicable if the insured has opted for coverage with “NIL Depreciation”. Depreciation for any Mobiles/Tablets is calculated at the rate of 25% per annum from the date of purchase of the product as stated in the invoice. For all other products other than Mobiles/Tablets, depreciation is calculated at 10% per annum from the purchase date of the product as shown in the invoice.

**Deductible:** The Insured has the voluntary option to select from the list of deductible as mentioned below:

NIL	Rs. 500	Rs. 1000	Rs. 2000	Rs. 5000	Rs. 7500
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The Deductible amount selected by the Insured is stated in the Schedule and shall be borne by the Insured first in respect to each and every event of partial loss. Our liability to make any payment under this Policy is in excess of the Deductible amount stated in the Schedule. For e.g., In the event of a loss,

if the repair and/or spare part replacement cost of the product is Rs 1500, and deductible selected is Rs 500, our payment will be net of ( Rs 1500-Rs 500), which is Rs 1000 to you.

### **2. Replaced if not repaired**

If a repair will cost more than 75% of the purchase price of a replacement, we reserve the right to replace the product with a new equivalent model with similar specification and features, not to exceed the original purchase price of the insured product subject to terms and conditions of the policy.

### **3. Food Loss allowance**

Food damage loss that results from a mechanical or electronic component failure of a refrigerator or freezer or similar product up to Rs.1500 is also covered during the entire policy period.

### **4. National Cover**

Your covered item will be protected against any breakdown anywhere in India.

### **5. Appointments**

We will arrange a mutually agreed appointment time for our technician's visit.

### **6. Transportation Cost**

The cost of transporting the non portable Product to and/ or from the place of repair subject to maximum Rs 1000/- for each and every claim is covered under the policy.

### **7. Pick & Drop Services for Mobiles Devices**

In the event of mechanical or electrical breakdown of the insured mobiles, tablets, E book Reader and laptops; we will provide you with doorstep pick-up and drop facility for these products subject to the availability of our service centre network. Once the device is picked up to service center, the repairer will diagnose the problem, give an estimate and on approval; repair the device. Once the device is ready it will be delivered back to you.

## **B. What is not covered?**

(i) Standard exclusions applicable in all policies:

The Company is not liable for and no indemnity will be provided in respect of any loss arising out of, caused by, occasioned by, attributable to or howsoever connected to:

- (a) Loss or damage for which the manufacturer of the Product is responsible under a guarantee and/or warranty.
- (b) Non-operating and cosmetic damage to the Product, such as damage to paintwork, Product finish, dents or scratches.
- (c) Loss or damage to accessories used in connection with the Insured Product that were not supplied at the time of purchase of the Insured Product by the Insured.
- (d) Replacement of any consumable item. These include, but are not limited to plugs, fuses, batteries, light bulbs, light covers, cables, filters, attachments, belts, toner, ribbons, drums, tapes or software, incorporated in a Product for which the Policy was purchased.
- (e) Normal wear and tear of items not integral to the functioning of the Product. Inconsequential aspects such as noises, vibrations, oil seepage and sensations that do not lead to dismal performance of the Product.
- (f) Routine maintenance, cleaning, lubrication, adjustments or alignments, overhaul, modification and de-scaling.
- (g) Where repair work is carried out by persons/agency that are not authorised by the Company.
- (h) Loss or damage arising out of any external cause, including but not limited to fire, earthquake, storm and or hurricane, abuse, misuse, sand, dust, water, negligence, flood, lightning, malicious damage, impact, corrosion, battery leakage, acts of god, act of terrorism, corrosion, denting, animal or insect infestation or intrusion, entry of foreign bodies, rust, blockage e.t.c.
- (i) Loss or damage caused due to theft or burglary and robbery.
- (j) Loss or damage arising out of improper or abnormal electrical/gas/water supply or resulting from power outage, power surges or dips, fluctuating voltage, inadequate or improper voltage or current.
- (k) Loss or damage caused by or arising out of the willful acts or willful gross negligence of the Insured and/or Insured's family and/or Insured's employees.
- (l) Failure of parts which are subject to recall by manufacturer of the Insured product.
- (m) Cost of removal or re-installation of the Product.
- (n) Reception or transmission problems resulting from external causes.
- (o) Problems or defects not covered under the original manufacturer's Warranty/ Guarantee.
- (p) Batteries, internal or external to the Product.

- (q) Breakdown caused by computer virus or realignments to Products.
- (r) Inherent Vice, Batch Failures, Recalls or Modifications to the Product.
- (s) Any cause for which the supplier and, or manufacturer is directly responsible
- (t) Failure to follow the manufacturer's instructions.
- (u) Loss or damage arising from incorrect installation and modification or alteration of any nature made in the electrical circuitry and/or physical construction of the Insured Product.
- (v) Loss or damage due to use of non-genuine parts and/or non-genuine oils.
- (w) Costs if no fault is found with the Product.
- (x) Costs arising from being unable to use the Product or from damage which results from the Breakdown of the Product.
- (y) Damage/failure caused before or during Product delivery.
- (z) Use of batteries, charger and / or accessories not approved by the manufacturer, incorrect electrical leads or connection.
- (aa) Any cost incurred with maintenance of the Product, including parts replaced in course of such maintenance operations.
- (bb) The cost of repairing, restoring or reconfiguring computer software.
- (cc) We are not responsible for any consequential or incidental damages arising from the use or loss of use of the Product.
- (dd) Ionizing radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste or from the combustion of nuclear fuel.
- (ee) The radioactive toxic explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof.
- (ff) War, invasion, acts of foreign enemies, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power or confiscation or nationalization or requisition of or damage to property by or under the order of any government or public local authority.
- (gg) If the product is moved out of the country of purchase, it will not be covered by this policy.
- (hh) Where the original serial number is removed, obliterated or altered from Product.

### C. Renewal Notice:

Every renewal premium (which shall be paid and accepted in respect of this Policy) shall be so paid and accepted upon the distinct understanding that no alteration has taken place in the facts contained in the proposal or declaration herein before mentioned and that nothing is known to the Insured that may result in enhancement of the risk of the Company under this Policy. No renewal receipt shall be valid unless it is on the printed form of the Company and signed by an authorized official of the Company.

### D. How to claim?

In the unfortunate event of a claim, kindly take all reasonable steps to reduce and prevent further loss or damage and inform us immediately through telephone/fax/email/SMS/registered post.

- Please call our 24-hour Toll Free Call Centre on **1800 - 266 - 7780**.
- Email at: [customersupport@tataaig.com](mailto:customersupport@tataaig.com)
- Type '**WARRANTY**' and SMS to **5616181**
- Contact us - Peninsula Business Park, Tower A, 15th Floor, Ganpatrao Kadam Marg, Lower Parel, Mumbai – 400013, Maharashtra, India.

The insured needs to preserve any damaged property so that it may, at our discretion, be inspected and examined by independent surveyors and/or our representatives.

### E. Cancellation:

- a) This Policy may be cancelled by or on behalf of the Company by giving the Insured at least 15 days written notice on the grounds of established, fraud and in such event the Company shall refund to the Insured a pro-rata premium for the unexpired Policy Period.
- b) This Policy may be cancelled by the Insured at any time by giving at least 15 days written notice to us. If the Policy is cancelled prior to commencement of the Policy Period, we will retain 10% of the premium amount subject to minimum retention of Rs. 75 towards administrative costs. If, however, the Policy is cancelled after the commencement of the Policy Period, we will refund premium after retaining premium on short period scale for the duration Policy was valid. No refund of premium shall be due on cancellation if a claim has been made under this Policy.

**INSURANCE ACT 1938 Section 41 Prohibition of Rebates:**

- 1. No person shall allow or offer to allow, either directly or indirectly, as an inducement to any person to take out or renew or continue an insurance in respect of any kind of risk relating to lives or property in India, any rebate of the whole or part of the commission payable or any rebate of the premium shown on the policy, nor shall any person taking out or renewing or continuing a policy accept any rebate, except such rebate as may be allowed in accordance with the published prospectus or tables of the Insurer.**
- 2. ANY PERSON MAKING DEFAULT IN COMPLYING WITH THE PROVISIONS OF THIS SECTION SHALL BE PUNISHED WITH A FINE WHICH MAY EXTEND TO TEN LAKHS RUPEES.**

**“Insurance is the subject matter of the solicitation”. For more details on benefits, exclusions, limitations, terms & conditions, please refer sales brochure/ policy wordings carefully, before concluding a sale.**

**“Commencement of risk cover under the policy is subject to receipt of payable premium by Tata AIG General Insurance Company Limited.”**

**Policy servicing office:**

Tata AIG General Insurance Company Limited

Registered Address:- Peninsula Business Park, Tower A, 15th Floor, G. K. Marg, Lower Parel, Mumbai-400013.

Email: [customersupport@tataaig.com](mailto:customersupport@tataaig.com) or Visit us at [www.tataaiginsurance.in](http://www.tataaiginsurance.in) / Toll Free Number:

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