

Disclaimer:

Use only AC power provided by a standard (mains) wall outlet. Do not use non-standard power sources, such as generators or inverters, even if the voltage and frequency appear acceptable.

Device is not designed or intended for use in any application or situation where failure of any kind of the device could lead to death, serious bodily injury, or severe damage to person and/or property (“high-risk use”).

If you elect to use the device at a high-risk situation, you will do so at your own risk. Saregama shall not be liable or responsible for any loss, damage etc., of any nature whatsoever (including any indirect, consequential, punitive, incidental, exemplary and other actions, proceedings, claims, demands, costs, loss, awards and damages, loss of profit, death, serious bodily injury, or severe damage to person and/or property etc.) that may have caused and/or suffered or likely to be caused and/or suffered to/by you or to/by any other person for any reason whatsoever arising out of usage of the device.

Warranty Overview

Carvaan Plug Play comes with a 6 months warranty against any manufacturing defect. This includes servicing/repair or replacement of faulty parts.

The warranty does not apply and does not cover the following:

- Liability for loss of data/content loaded in the product due to misuse or tampering.
- Damage caused due to force majeure events; events caused by fire, water, electrical disturbances etc.; events beyond the control of Saregama; acts of negligence or mishandling; usage for commercial, business, industrial, educational or rental purposes

Warranty Type

Repair/ Replacement

In warranty:

A. Device Pickup & Drop: Saregama to arrange pick up for device to a designated service facility by Saregama. Saregama will repair / replace and send it back to the customer. The pick and drop charges will be borne by the customer. Replacement of device / faulty part will be done free of cost during warranty.

B. Repair or Replacement: Once the device is received at our service centre, our technical team will assess the issue and proceed with the necessary repairs/ replacement. If the product is beyond repair or deemed irreparable, it will be replaced with an equivalent or similar model as per the warranty terms.

C. Please ensure to retain the original packaging for serial number identification & invoice, without these two, warranty will be deemed null.

Out of Warranty:

A. Device Pickup & Drop: Saregama to arrange pick up for device to a designated service facility by Saregama. Saregama will repair / replace and send it back to the customer. The pick and drop charges will be borne by the customer. Replacement of device / faulty part will be chargeable as per the rates defined by the company.

B. Repair or Replacement: Once the device is received at our service centre, our technical team will assess the issue and proceed with the necessary repairs/ replacement. If the product is beyond repair or deemed irreparable, it will be replaced with an equivalent or similar model as per the warranty terms. The repair / replacement charges will be borne by the customer.

Company contact details:

Call the toll-free no. 1800-102-7799 or WhatsApp on 8657499000 for any repair/ servicing requirements or email us at feedback@saregama.com