

ONE ON ONE REPLACEMENT WARRANTY

1. WARRANTY TO END CONSUMER

- 1.1. There will be no home service facility for Bajaj irons for the purpose of replacement.
- 1.2. Consumers need to bring products at the point of purchase (Retailer) any service needs.
- 1.3. Warranty to customers will be against manufacturing defects and will cover only domestic usage of products. Defects generated due to customer misuse or mishandling of the products are not covered in warranty.
- 1.4. Plastic, rubber, or Bakelite parts are not covered under warranty. One to One replacement will NOT be given against failure of these parts. These Parts will be repaired by service technician on chargeable basis at the retailer/BCCD (Bajaj Consumer Care Dealer)
- 1.5. Warranty will be available to customer on production of GST Cash Memo/Invoice or stamped warranty card bearing date of sale as proof of date of purchase. Non-GST bill by retailer will not be considered as proof. In absence of GST Cash Memo/Invoice or stamped warranty card, warranty will be available from date of manufacturing as stamped on product.

2. REPAIRS/REPLACEMENT PROCESS

- 2.1. Consumers need to bring products at the point of purchase (Retailer) for any service needs.
- 2.2. Retailer will have to log a call at service center at consumer care number **022-41280000**.
- 2.3. BCCD (Bajaj Consumer Care Dealer) technician will visit the retailer and check the product. If the failure is due to thermostat or sole plate, the technician will tag it. Tag is referred to a sticker which says, 'The product is approved for replacement'.
- 2.4. For any other defect, Bajaj Iron will only be repaired. Branch SIC (Service Incharge) will mail the Tag to BCCD (Bajaj Consumer Care Dealer) for giving to retailer.
- 2.5. The replacement flow process is as follows: After tagging the retailer will immediately replace the Bajaj Iron with a fresh product to the customer and will return the tagged defective Bajaj Iron to the distributor.
- 2.5 This process will be applicable when Bajaj Irons are purchased through any retailer across India.

ELIGIBILITY/CONDITIONS FOR REPLACEMENT

- 1.1. This will be applicable to products sold from 1st June 2019.
- 1.2. If customer does not want replacement, consumer can still avail home service and opt for repairs by calling Bajaj Customer Care number **022-41280000**.
- 1.3. Any warranty card/Invoice that is not stamped, duly filled, and signed by the authorized dealer of the Company will be treated as invalid and no replacement warranty Services will be provided in such an event. In the event of any e-commerce purchase, absence of a valid cash memo will void the warranty. The decision of the Company or the Company's deputed personnel in this regard shall be final and binding on the Customers
- 1.4. In the event, the Customer decides (at its discretion) to carry in the product to the Company's authorized service centre/authorized dealers, they should carry the Invoice to avail the replacement warranty services. In such an event, the Customer is responsible to take care that the product is not damaged while transporting it to the authorized service centre /authorized dealer. The warranty does not cover cost of transportation of the Customer to and from the authorized service centre/authorized dealers and no reimbursements for the same can be claimed from the Company.

For service T&C refer: <https://shop.bajajelectricals.com/terms-and-conditions>

For service / complaint / query please write to us at: consumercare@bajajelectricals.com or Consumer Care Cell, Bajaj Electricals Ltd., Rustomjee Aspire, Bhanu Shankar Yagnik Marg, Off. Eastern

Express Highway, Sion (East), Mumbai 400 022. We shall provide you with a complaint no. and ensure that the complaint is resolved within 01 month of receiving the complaint.

CONSUMER CARE No.: 022-41280000

WHATSAPP SUPPOR : 7039920000