

Pickup & Drop Repair Service Terms and Conditions

1. Service Specific Terms

- a. These service specific terms and conditions (the "Terms") set out how Google's authorized service provider, **F1 Info Solutions and Services Private Limited ("Authorized Service Provider" or "ASP")** supplies the Pickup & Drop Service (*defined below*) to you.
- b. It is clarified that these Terms would apply (in addition to any other terms provided to You by the ASP) when you choose to repair Your device through pickup & drop service. The pickup & drop service will be entirely provided by the ASP and ASP appointed personnel ("**ASP Personnel**") will visit the designated pick up point as registered with the ASP to collect your device. The service will be available 7 days a week (excluding public holidays) between 10 AM to 6 PM and is restricted to a distance of 30 Kms from ASP's authorised repair center ("**Pickup & Drop Service**").
- c. This Terms is in addition to, and does not affect, Your statutory rights or Your rights under any applicable manufacturer's warranty.
- d. Your device will be picked up and delivered back to you by an ASP Personnel in a tamper proof package that will be provided by the ASP.
- E. While collecting the device, the ASP Personnel will require You to provide the accurate IMEI of the device and an OTP that will be shared on registered phone number via an sms or your registered email.

2. **In Warranty service terms:**

- a. For 'In Warranty' repair of the device, Your device must be "In Warranty" i.e., 1(one) year from the original date of retail purchase by You and the device should not have any Out of Warranty Damages (defined below).
- b. When you are registering with the ASP for the Pickup & Drop Service, you must provide your correct name, contact information, postal address, the IMEI of your device and any other relevant details that may be requested by the ASP to facilitate the pick up of the device and the repair service
- c. If the device has any signs of damage caused by (1) accidents; (2) misuse (including failure to follow product documentation); (3) neglect; (4) disassembly; (5) alterations; (6) servicing other than by ASP-authorized technicians; and (7) external causes such as, but not limited to: liquid damage, exposure to sharp objects, exposure to excessive force, anomalies in the electrical current supplied to the product, and extreme thermal or environmental conditions; or if any of these are found upon inspection at the repair center ("**Out of Warranty Damages**") then, the In Warranty repair of the device is not applicable. Such devices will be Out of Warranty ("OOW") and repairs to such devices will be chargeable. The warranty does not cover normal wear and tear of the device in the course of use.

3. **Out of Warranty service terms:**

- a. Any device not classifying as 'In Warranty' will be an Out of Warranty device. For Out of Warranty devices, You will have to pay a non-refundable inspection charge ("IC") through online mode (details will be sent to you by ASP at the time of registering the pick-up) .
- b. **Payment:** Once the device has been inspected (and where applicable any updated repair cost has been approved by you), you will need to make a payment to the ASP via the Online mode (Bank transfer / UPI) of payment availed by You and such payments will be governed by the ASP's payment terms. If you fail to make the payment of repair charge as quoted by the ASP, your device will be returned to you without any repair. The timeline to pay repair charges will be 3 working days from the date of intimation of the charge, and in case of non-payment within that timeline, the device may be returned without repair.

4. Others :

- a. **SIM Card Removal:** Before handing over your device to the ASP Personnel You must remove sim cards, memory cards, other accessories and any third-party operating system (OS). This is because third-party operating systems can prevent diagnostic and quality tests from being performed on the device.
- b. **Data backup & Repair Mode:** You are required to back up all data, software, and programs to a different medium or device and subsequently perform a 'repair mode' before handing over the device to the ASP Personnel. Because all data, software, and programs on Your Device maybe permanently erased by ASP before inspection and repair.
- c. **Correct Device:** Ensure that You send in the same device that you have registered the Pickup & Drop Service with the ASP. If You send in a different IMEI Device (that does not match Your repair order), ASP will return the device to You without making any repairs.
- d. **Unauthorized Parts:** If You send a Device containing non-Google-authorized parts for repair, in certain situations (e.g., safety), ASP may not be able to repair Your device. ASP will return Your device except when health or safety requirements prevent us from doing so.
- e. **Services request and Cancellation:** After ASP receives Your device), You will receive an email / SMS confirming receipt of Your Device from the ASP. Should ASP determine on inspection of the Device that additional Services are required, ASP will provide You with / additional information about the main characteristics of the additional Repair or Replacement Services for Your device as well as the Updated Service Cost, including all taxes. Where additional repairs are required, ASP will obtain Your online approval to the updated service cost before making any repairs.
- f. The Repair services will address defects in material or workmanship of Your Device – not issues relating data failures or incompatibilities on Your Device. All replaced (removed) parts will become ASP's property and You waive all rights under applicable laws to the replaced (removed) parts.
- g. **Self inspection:** You must inspect the device (physical & functional condition) at the time of collection. Any claim regarding cosmetic damages such as chips, scratches, small dents, scrapes and scuffs should be notified to the ASP at the time of collection along with relevant evidence.
- h. Partial repair of a device is not permitted. All identified issues must be fixed to ensure the item meets safety, functional, and quality standards.
- i. For more information about in Warranty / Repair services, please visit: <https://support.google.com/product-documentation>
- j. **GOVERNING LAW & DISPUTE RESOLUTION:** The laws of India will apply to any dispute arising out of or relating to this Agreement shall be governed by the laws of India and courts of New Delhi will have exclusive jurisdiction
- k. Neither ASP nor Google will be liable for delay in performance to the extent caused by circumstances beyond their reasonable control. ASP will take steps to minimize the effect of any delay.

You acknowledge and agree that, by reading, you are deemed to have accepted and agreed to these general T&C.