

Terms and Condition

1. Deep cleaning Service (hereinafter referred to as “**Service or DCS**”)
 - a. can be purchased at any time i.e. during the warranty or for out of warranty period of the product. Once purchased, can't be returned or refunded or cancelled.
 - b. is available only for the select models on Product categories. Please refer the table “Eligible Product Category and respective Models for Deep Cleaning” mentioned on page 5 or call to the Contact Centre at 1800 102 2929 for the list of products/models.
 - c. can be availed only if the Product is in working & serviceable condition. If product is in non-serviceable condition ie. beyond cleaning scope, completely rusty, damaged etc., Service Technician can deny the service. The decision of the Company will be final and binding in this regard.
 - d. is available only for the products purchased and exist in India.
 - e. is not part of the standard warranty of the product.
 - f. can be availed only one time during the year.
 - g. is neither transferable nor can be refunded/exchanged for cash or products once it is purchased/registered.
 - h. is invalid if the product is tampered, modified, or repaired/serviced by any unauthorized person.
 - i. cannot be availed for products used for other than domestic use. (Including but not limited to commercial use)
2. **DCS availing process:**
 - a. To avail DCS, please call our contact centre at 1800 102 2929 and book an appointment. Prior appointment is mandatory.
 - b. DCS can be availed on all working days during normal working hours i.e. 10.00 am to 6.00 pm.
3. **Consumer's responsibilities:**
 - a. The consumer shall provide reasonable facilities which may be required for carrying out the service without any hindrance.
 - b. In the event of any change of address, the consumer shall inform to the Contact Centre of the Company, two weeks in advance by providing the complete details of his new address to enable the DCS at the new address. The DCS at new address will be subject to availability of Company's Service Centre at the new location.
4. **Others:**
 - a. The company shall not be liable or be deemed to be in default for any delay or failure in performance resulting directly or indirectly from causes beyond its reasonable control including delay in DCS due to labour problems, lack of technical feasibility, pandemic or epidemic situation, restriction, or regulation of the government or if the company is otherwise prevented from performing its function under this contract.
 - b. The Company holds the sole right to decide the serviceability of the product and the serviceable location depending upon the technical and locational feasibility.
 - c. Before commencing the DCS, Company's technician will examine the product for any defect or damage and accordingly will notify the consumer and get an acknowledgement.
 - d. Courts at Delhi has exclusive jurisdiction over the disputes with respect to the DCS.

Deep Cleaning Service

Release Date: 01 Feb 2023

DEEP CLEANING SERVICE – DESCRIPTION

Deep Cleaning Service (DCS) is purely a cleaning service and doesn't cover any repair or service of the defects and malfunctions. It basically focuses on cleaning of a specific part/location, which helps to maintain the good performance, efficiency & hygiene. For any repair or servicing of the products, the Consumer shall approach the Contact Center for Service.

The detailed description of Deep Cleaning Service specific to the categories are as follows:

For Toaster

- Deep Cleaning Service covers cleaning of Crumb tray, Bread chamber (limited area) & aesthetic parts.
- To perform deep cleaning, we don't disassemble the product as the cleaning can be carried out without disassembling the complete product and by using necessary tools.
- Bread chamber comprises of a sensitive part called "element", which is mounted across the wall surface. Hence, we will perform only a limited cleaning inside the chamber to ensure that there is no damage to the element.
- Exclusions:
 - a) The Company makes best effort to clean the product with all the advanced tools & aids, but it may be possible that few stain marks, oil grease, food particles mark, burnt mark, scratches & other dirt particles cannot be removed which are permanent.
 - b) Rusty metal surfaces on bread chamber panel or crumb tray are excluded from the service.

For Mixer Grinder/ Juicer Mixer Griner/ Food Processor

- Deep Cleaning Service covers cleaning of Jars, Coupler, Blade and aesthetic parts.
- To perform deep cleaning, we don't disassemble the product as the cleaning can be carried out without disassembling the complete product and by using necessary tools.
- Any consumable parts e.g Gasket, coupler, or lid will not be covered under deep cleaning. If during the process it found crack, weak & partially or fully damaged then consumer needs to purchase it separately.
- Exclusions:
 - a) The Company makes best effort to clean the product with all the advanced tools & aids, but it may be possible that few stain marks, oil grease, food particles mark, burnt mark, scratches & other dirt particles cannot be removed which are permanent.

For garment Steamer:

- Deep Cleaning Service covers Decalcification & Cleaning of the Heater and Calc knob pipe.
- If the hose pipe and internal pipe are internally clogged badly with calc then it can be cleaned up to a certain level only.
- To perform deep cleaning, we don't disassemble the product as the cleaning can be carried out without disassembling the complete product and by using necessary tools.
- Exclusions:

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- a) The Company makes best effort to clean the product with all the advanced tools & aids, but it may be possible that few stain marks, burnt marks & other dirt particles cannot be removed which are permanent.
- b) Supporting cloth pad, glove, mains cord and other parts are excluded from the Service.

For Viva Collection Juicers:

- Deep cleaning Service covers cleaning of Juicer chamber, Coupler, Sieve and aesthetic parts.
- To perform deep cleaning, we don't disassemble the product as the cleaning can be carried out without disassembling the complete product and by using necessary tools.
- Any consumable parts will not be covered under deep cleaning. If during the process it found crack, weak & partially or fully damaged then consumer needs to purchase it separately.
- Exclusions:
 - a) The Company makes best effort to clean the product with all the advanced tools & aids, but it may be possible that few stain marks, oil grease, food particles mark, burnt mark, scratches & other dirt particles cannot be removed which are permanent.

For Air Fryers:

- Deep Cleaning Service covers cleaning of Basket, Pan, Fan Exhaust and aesthetic parts.
- To perform deep cleaning, we don't disassemble the product as the cleaning can be carried out without disassembling the complete product and by using necessary tools.
- Exclusions:
 - a) The Company makes best effort to clean the product with all the advanced tools & aids, but it may be possible that few stain marks, oil grease, food particles mark, burnt mark, scratches & other dirt particles cannot be removed which are permanent.
 - b) Exhaust fan chamber cleaning can be performed from the external side therefore limited cleaning applies to this part.

For OTG:

- Deep Cleaning Service covers the cleaning of Cooking Chamber, Heating Element, Crumb, Wire & Baking Tray and aesthetic parts.
- To perform deep cleaning, we don't disassemble the product as the cleaning can be carried out without disassembling the complete product and by using necessary tools.
- Exclusions:
 - a) The Company makes best effort to clean the product with all the advanced tools & aids, but it may be possible that few stain marks, oil grease, food particles mark, burnt mark, scratches & other dirt particles cannot be removed which are permanent.
 - b) Cockroach's mark inside the display panel is excluded from service.

For Vacuum Cleaner (Canisters):

- Deep Cleaning Service covers cleaning of dust chamber, Filters, Motor Exhaust Grill, Hose, and aesthetic parts.
- To perform deep cleaning, we don't disassemble the product as the cleaning can be carried out without disassembling the complete product and by using necessary tools.
- Any consumable parts will not be covered under deep cleaning. If during the process it found crack, weak & partially or fully damaged then consumer needs to purchase it.
- Exclusions:

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- a) The Company makes best effort to clean the product with all the advanced tools & aids, but it may be possible that few stain marks, oil grease, burnt mark, scratches & other dirt particles cannot be removed which are permanent.

For Vacuum Cleaner (Stick):

- Deep Cleaning Service covers cleaning of dust chamber, Filters, Motor Exhaust Grill, Hose, Brush roller, Water tank and aesthetic parts.
- To perform deep cleaning, we don't disassemble the product as the cleaning can be carried out without disassembling the complete product and by using necessary tools.
- Any consumable parts will not be covered under deep cleaning. If during the process it found crack, weak & partially or fully damaged then consumer needs to purchase it.
- Exclusions:
 - a) The Company makes best effort to clean the product with all the advanced tools & aids, but it may be possible that few stain marks, oil grease, burnt mark, scratches & other dirt particles cannot be removed which are permanent.

For Air Purifier:

- Deep Cleaning Service covers cleaning of Pre Filter, Sensor Particle, Fan Inlet & Outlet and aesthetic parts.
- To perform deep cleaning, we remove the filters & disassemble the main parts of Air Purifier to clean the Fan inlet & outlet.
- Cleaning process is defined for every part based on dry and wet cleaning.
- Exclusions:
 - a) The Company makes best effort to clean the product with all the advanced tools & aids, but it may be possible that few stain marks, oil grease, burnt mark, scratches & other dirt particles cannot be removed which are permanent.

Eligible Product Category and respective Models for Deep Cleaning:

Product Category	Models Name
Toaster	HD2583/HD2584/HD4815/HD4816/HD4823
Mixer Grinder/ Juicer Mixer Griner/ Food Processor	HL1606/HL1631/HL1632/HL1643/HL1646/HL7505/HL7506/HL7510/HL7511/ HL7535/HL7536/HL7555/HL7566/HL7567/HL7568/HL7575/HL7576/HL7577/ HL578/HL7579/HL7580/HL7581/HL7600/HL7610/HL7699/HL7701/HL7703/ HL7707/HL7710/HL7720/HL7750/HL7756/HL7757/HL7763/HL7777
Garment Steamer	GC523/GC487
Viva Collection Juicer	HR1832/HR1855/HR1863
Air Fryer	HD9200/HD9216/HD9218/HD9220/HD9252/HD9270/HD9280/HD9721
OTG	HD6975/HD6976
Vacuum Cleaner (Canisters)	FC9351/FC9352/FC9571
Vacuum Cleaner (Stick)	FC6723/FC6726/FC6728
Air Purifier	AC1211/AC1215/AC1217/AC1758/AC2882/AC2887/AC2889/AC2936/AC2958/ AC2959/AC3055/AC3059/AC3256/AC3257/AC3259/AC3858/AC5659/AC6609