

MORPHY RICHARDS WARRANTY EXTENSION 2021 OFFER

Following are the terms and conditions (“**Terms**”) of a limited period “Morphy Richards Warranty Extension 2021 Offer” (“**Offer**”) for the customers of Morphy Richards (“**Company**”). Customers are advised to carefully read and understand these Terms as well as the detailed terms and conditions made available at www.morphyrichardsindia.com (“**Website**”).

1. By availing the Offer, the person purchasing the Products (“**Customer(s)**”) is deemed to have accepted these Terms and shall abide by them out of their free will, consent and there is no compulsion or coercion, or undue influence exerted upon her/him to avail of the Offer or agree to these terms. If the Customer does not agree to these Terms then, please refrain from availing benefits under the Offer. Customer(s) are not bound in any way to avail benefits under this Offer. Any purchase is voluntary, and the Offer is being made purely on a best effort basis.
2. This Offer is applicable only for selected models of the Morphy Richards products sold by the Company as listed in the Annexure (“**Products**”) enclosed with these Terms, having been purchased from authorized channels of the Company including retailers selling products of the Company, e-commerce platform of the Company etc (“**Channels**”) by Customers having Products purchase invoice date between 1st October, 2021 to 30th November, 2021 (both days inclusive) (“**Offer Period**”). Any Products purchased/invoiced outside of the Offer Period will not be covered under these Terms and the Customer will not be eligible for availing any benefits under these Terms.
3. Terms of this Offer provides for a warranty in accordance with the terms and conditions mentioned in the warranty card accompanying the products and the warranty under this Offer shall apply only to the selected Products for an extended period of 06 (six) months in addition to the warranty period already in place for each of the Products respectively (“**Extended Warranty Period**”). The Extended Warranty Period shall be applicable from date of purchase i.e. the invoice date. The Terms of this Extended Warranty Period are to be read in conjunction with the warranty in place for the Products purchased during the Offer Period.
4. The Customer will be eligible for availing the benefits under the Extended Warranty Period only if the Customer registers the Product purchased between 1st October, 2021 to 30th November, 2021 (both days inclusive) on <https://www.morphyrichardsindia.com/home/terms-and-conditions>. The registration of such Products should be done latest by 7th December 2021 in order to avail the benefits. Any registrations of the Products post 7th December 2021 will not be valid and not be eligible to avail any benefits under these Terms.
5. In order for the Products to qualify for the Extended Warranty Period, the Customer shall provide below required information as required under the form available at <https://www.morphyrichardsindia.com/home/product-registration> (“**Form**”):
 - a) Details of the Customer (including name, contact details etc.)
 - b) The date of purchase of the Product/s
 - c) QR Code of the Product/s
 - d) Serial number of the Product/s
 - e) Proof of the invoice or the warranty card received with the Product/s
 - f) Details of the purchased Product/s
6. After providing the details in the Form, the Customer will get an automatic email / SMS after verification of details submitted for eligibility of Extended Warranty Period on their email id / phone number as mentioned in the Form.

7. The warranty card with the Product must be physically signed and stamped by the retailers and must be produced at the time of claim or the original bill / invoice of purchase of the Product must be provided at the time of claim. If the Customer is unable to produce the invoice and/or stamped and signed warranty card, then, service charge(s) as per the Company policy may apply and the Company shall reserve the right to deny the Extended Warranty Period.
8. The confirmation email of eligibility for the claim of Extended Warranty Period should be shown along with the original invoice / warranty card to the authorized person of the Company visiting to service the Product/s.
9. Except for the limited warranties set forth herein, the Company disclaims all other warranties, express or implied or statutory, including, but not limited to the implied warranties of merchantability or fitness for particular purpose. Any implied warranties that may be imposed by applicable law are limited to the duration of this Extended Warranty Period.
10. Warranty on the Products as well as the Extended Warranty Period is not transferable from one user or customer to another.
11. The warranty does not cover any refund of money.
12. The Extended Warranty Period is applicable only for Product/s sold in India.

13. WARRANTY LIMITATIONS

The Company shall not be liable for providing the warranty services if it arises from the below:

- a) Damages/defects to the Products arising from transport, rough handling, misuse or repair by unauthorized person, damage by rodents and insects or by accidents, heat, misuse, fire, flood or act of god.
- b) Any problem arising from voltage fluctuation beyond the range mentioned in the user manual/product specification and/or use of improper power supply, electrical socket, connection or installation.
- c) The Product/s is/are physically damaged due to the fault of the Customer.
- d) The Product/s is/are modified, maintained or repaired by a party not authorized by the Company.
- e) The Product/s is/are installed, maintained and operated in ways other than as recommended by the Company and/or for any commercial use.
- f) The Product/s is/are faulty or damaged due to improper electrical supply.
- g) To third party applications used on/or with the Products.
- h) If the defect is caused by connecting peripherals, additional equipment or accessories other than those recommended in the user manual.

14. WARRANTY RENDERED VOID :

The warranty shall be rendered void if:

- a) The Warranty card is not completed properly at the time of purchase of the Product/s.
- b) Invoice is not uploaded correctly which clearly shows date of purchase of the Product/s.
- c) The completed Warranty Card or original invoice is not presented to the authorized person at the time of service/ claim of the Product/s.
- d) The email sent by company to customer for eligibility of Extended Warranty Period is not presented at the time of service/ claim.
- e) The model number, serial number or warranty stickers have been removed or tampered with.

15. MISCELLANEOUS

- a) This Offer is non-transferable and is subject to availability of stocks.
- b) The institutional orders shall not qualify for availing benefits under this Offer. For clarity, the Offer is only valid and applicable for individual Customers.
- c) The benefits under this Offer cannot be availed / clubbed along with any other offer/Offer by the Company.
- d) The Company shall not be responsible for any loss, damage, personal injury or death caused to the Customer on account of availing of the Offer.
- e) Any costs incidental to or arising from or connected with the Offer shall be the responsibility of the Customer and Company shall not be responsible or liable for the same.
- f) The Company shall not be liable for any failure or delay in performance under this terms or loss or damage caused there by, to the extent such failures or delays are in the nature of acts beyond their reasonable control including the Acts of God viz floods, fires, earthquakes etc., wars, riots, pandemic, epidemic, government restrictions, change in applicable laws, acts of governments occurring without their fault or negligence or the effects of which persist despite reasonable efforts undertaken by them to perform to mitigate the effects.
- g) Under no circumstance, shall the Company and/or its promoters, shareholders,, subsidiaries, associates, affiliates and group entities, and their respective directors, employees, officers, agents or representatives be liable for any indirect, special, incidental, punitive or consequential damages (including without limitation any relating to lost profits), arising out of or in connection with this Offer. In any event, the Company's aggregate liability under the Offer shall be limited to INR 5,000/- (Rupees Five thousand only).
- h) The Customers should not use the Company's intellectual property rights, in any manner whatsoever.
- i) The Customer availing of the Offer would be deemed to have been waived the 'Do not Disturb' status ("DND") on his / her registered mobile number and also agrees to receive details and information (if any) about this Offer and any other or future contests / updates / offers from the Company from time to time on his/her registered mobile number, through SMS or voice calls.

- j) The Company is not responsible for any errors or omissions. All information provided in relation to the Offer is provided "as is". The Company makes no representations and disclaims all express, implied and statutory warranties of any kind to the Customers including, without limitation, warranties as to accuracy, timeliness, completeness, merchantability, or fitness of the Products for any particular purpose.
- k) The Company reserves its sole and discretionary right to amend the terms of the Offer and/or extend the validity period and/or cancel/ discontinue the Offer or any part thereof without giving any reasons or a prior notice therefore. Such changes shall be updated on the Website and it shall be the responsibility of the Customer to check for the updates on the Website from time to time.
- l) The Company's decision in respect of all matters to do with the Offer will be final and binding on the Customers and no correspondence will be entertained with respect thereto.
- m) As a pre-condition to the Offer, the Customer permits the Company to use the personally identifiable details (including complete name, photographs, contact details, other documents uploaded for registration, availing the Offer etc.) for execution / availing of this Offer, the promotion of the Offer, promotion of the brands of the Company. This shall be governed by the privacy policy of the Company as provided on the Website.
- n) The Customer understands that this Offer is provided by the Company through its authorized persons of the Channels and the Company shall not be liable towards fulfilment of the Offer and/or warranty claims and/or after sales services of the product(s) and/or taxes arising out of and/or due to non-availability / shortage of material / goods / products.
- o) If any provision(s) of these Terms becomes illegal/unenforceable under law then, the same shall be considered severable to the extent of such illegality/unenforceability without affecting the validity of the remaining provisions of these Terms.
- p) No waiver of any rights by the Company will be taken as a waiver of any other rights it may have. For instance, if the Company waives its right to object to a particular breach of these Terms by a Customer, it does not prevent the Company from objecting to any other breaches by that Customer or any other Customer.
- q) These Terms do not infer to create any relationship, fiduciary or otherwise, between any Customer and the Company. As such, the Company and each Customer shall be and act as an independent of the other and shall not bind nor attempt to bind the other to any contract.
- r) In the event, the Offer is termed as void due to introduction of any new legislation or by amendment of existing legislation or by judicial orders, the Company shall not be liable to continue the Offer and/or provide for any compensation in lieu thereof to the Customer. In such event the Company at its sole discretion reserves the right to either amend and/or cancel the Offer.
- s) The Customer(s) undertake to indemnify and keep the Company harmless against all damages, liabilities, costs, expenses, claims, suits and proceedings (including reasonable attorney's fee) that may be suffered by the Company, its directors, management, employees, representatives, promoters, shareholders as a consequence of (i) violation of Terms by the Customer; (ii) violation of applicable laws by Customer; (iii) any action or inaction resulting in willful misconduct or negligence on Customer's part; (iv) any claims related to the Product.

- t) Any query regarding this Offer will be entertained only till 30th November 2021. For any queries/concerns pertaining to the Offer, the Customers are required to reach out to the Retailer(s) from whom the Products have been purchased by the Customer.
- u) This document is an electronic record in terms of Information Technology Act, 2000, and the rules there under as applicable and the amended provisions pertaining to electronic records in various statutes as amended by the Information Technology Act, 2000. This electronic record is generated by a computer system and does not require any physical or digital signatures.
- v) This Offer and these terms shall be governed by the laws of India. The Courts at Mumbai shall have the exclusive jurisdiction in respect of the subject matter in relation to these Terms.
- w) The Company, in its sole discretion, reserves the right to disqualify the Customer from the Offer and/or the benefits of this Offer, if any fraudulent activity is identified as being carried out for the purpose of availing the benefits under the said Offer including such other acts as be prejudicial to the Company interest.

For any complaints/queries please write to Us at consumercare@morphyrichardsindia.com or Consumer Care Cell, Bajaj Electricals Ltd., Rustomjee Aspire, Bahnu Shankar Yagnik Marg, Off Eastern Express Highway, Sion (East), Mumbai - 400 002

CONSUMER CARE NO.: 022 – 4128 0000

ANNEXURE

Item code	Item Name	Category
790021	28DCOX DuoChef	MR Microwave Ovens
790008	20MS	MR Microwave Ovens
790019	20MWS	MR Microwave Ovens
640103	Marvel Supreme Mixer Grinder 750W 4J	MR Mixer Grinders
640108	Icon Royal Sapphire Mixer Grinder 600w	MR Mixer Grinders
640096	Aero Plus Mixer Grinder 500w	MR Mixer Grinders
640094	Primo Classique Mixer Grinder 750w	MR Mixer Grinders
640058	Elite Essentials 500W	MR Mixer Grinders
640110	Brut Mixer Grinder	MR Mixer Grinders
640040	Icon Classique Mixer Grinder 750W	MR Mixer Grinders
640111	Lush Mixer Grinder 750 W	MR Mixer Grinders
640089	Aero Mixer Grinder 500w (New)	MR Mixer Grinders
370046	AT-202	MR Pop-Up Toasters

370060	AT-402	MR Pop-Up Toasters
370052	AT-201	MR Pop-Up Toasters
370045	SM 3006(T&G)	MR Sandwich Toasters
370042	Toast, Waffle & Grill - SM3006(TWG)	MR Sandwich Toasters
370035	SM3006(G)	MR Sandwich Toasters
370032	SM3006	MR Sandwich Toasters
370036	SM3007	MR Sandwich Toasters
840052	Lavo 15L Storage Water Heater	MR Water Heaters
840041	Salvo 15L Storage Water Heater	MR Water Heaters
840053	Lavo 25L Storage Water Heater	MR Water Heaters
840042	Salvo 25L Storage Water Heater	MR Water Heaters
840051	Lavo 10L Storage Water Heater	MR Water Heaters
840046	Quente Water Heater 3 Ltr. - 3 KW	MR Water Heaters
840040	Salvo 10L Storage Water Heater	MR Water Heaters
290110	OFR 900+	MR Room heater
290012	Oil Filled Radiator - OFR 13F	MR Room heater
290013	Oil Fill Radiator - OFR 9F	MR Room heater
290014	Oil Fill Radiator - OFR 11F	MR Room heater
290035	Aristo PTC heater	MR Room heater
290036	Orbit PTC heater	MR Room heater
820017	Induction Cooker - Chef Xpress 400i	MR Induction & Radiant Cookers
820020	Induction Cooker Esperto 1600	MR Induction & Radiant Cookers
820019	Morphy Richards Super Chef 2000 Induction Cooker	MR Induction & Radiant Cookers
640063	Hand Blender - HBCS (NEW)	MR Hand Blenders
640099	Hand Blender - Pronto Ultra	MR Hand Blenders
640100	Hand Blender - Pronto Super	MR Hand Blenders
640087	Cutie JMG	MR Juicer Mixer Grinders
640082	Mini Chopper	MR Choppers
350007	Morphy Richards Europa Espresso/ Cappuccino Coffee Maker	MR Coffee Makers
350011	Kaffeto Coffee Maker	MR Coffee Makers

350009	Fresco Coffee Maker	MR Coffee Makers
500045	Morphy Richards Inspira Dry Iron	MR Dry/Spray Irons
500024	Senora Dry Iron 1000 Watts Satilon	MR Dry/Spray Irons
500046	Dry Iron - Desira	MR Dry/Spray Irons
500015	Prudent Super Steam Iron 1600 W	MR Steam Irons
500014	Prudent Prime Steam Iron 1600 W	MR Steam Irons
640130	Divo Plus JMG	MR Juicer Mixer Grinders
640129	Maximo Dlx	MR Juicer
640126	Supreme Pro 750 W	MR Mixer Grinders
640127	Aero Pro 500W	MR Mixer Grinders
640125	Champ Neo 500W	MR Mixer Grinders
840080	Kwik 3L3kW	MR Water Heaters
640119	Iris Juicer	MR Juicer