

# **FAQ's**

## **1. What is Eshield Warranty?**

It is a warranty service provided to the customer, for a duration of 1 year on the product, through an authorized warranty service provider. Eshield Warranty Services are one of the finest AMC extension providers in India. Eshield Warranty Services constantly surpasses industry standards when it comes to excellence in customer care and services.

Visit [www.eshieldwarranty.com](http://www.eshieldwarranty.com) for more information.

## **2. How do I get Eshield warranty?**

Eshield warranty comes by default with the products as mentioned in the product description. The warranty is also mentioned on your invoice in the delivery package.

- Once the product is delivered , the customer will receive a call from eshield within 3 days for confirmation of the e-mail ID
- An eshield reference number/Online serial Code would be generated and shared with the customer over the call and an automated mail with the details would be sent to the confirmed email ID.
- The reference number would be used for all future communication with eshield regarding warranty and claims.

Customers need to keep the invoice safe and the Online Serial Number noted for future communication with eshield.

For assistance or queries on eshield Warranty please call at 1800 3000 2621.

## **3. How do I get installation for the product?**

The installation is not included for product, the customers have to get the installation done themselves. Eshield can assist/provide installation for the product once delivered, but would be chargeable basis the location of the customer.

Please call on 1800 3000 2621 for details regarding installation service, once the product is delivered.

## **4. What does the warranty cover?**

The warranty covers the cost of labor, components and internal spare parts which are standard to the product at the time of purchase to be used in the repair including Mainboard, Speaker, Power Supplies, Internal display panel, tuner, Internal Modem Card, Sound Card, Video Graphics Card etc. except those mentioned elsewhere in the document as not included. The old parts replaced will not be returned.

## **5. What is not covered in the warranty?**

This Warranty does not cover damage caused to the product due to improper installation by customer and/or connection of the product to equipment not approved by Eshield and deficiency in product performance due to signal reception through third party apparatus/equipment or the use of third party software and/or recorded media. This Warranty shall not apply to damages caused to the product by accident, lightning, ingress of water, fire or Acts of God, improper ventilation, dropping or excessive shock or any external cause beyond control and/or any damage caused due to tampering of the product by an unauthorized agent.

## **6. How do I submit a warranty claim?**

Register a claim request via mail at [claim@eshieldwarranty.com](mailto:claim@eshieldwarranty.com) mentioning the order ID, reference number and invoice details OR submit claim online on the eshield warranty website by filling basic information through a simple form at <http://eshieldwarranty.com/claim-register/>

The claim would be acknowledged within 24hours or 1 working day.

Contact the Toll Free number 1800 3000 2621 for further assistance or troubleshooting.

**7. When should I expect service engineer after claim?**

Service engineer will assist you within 48 hours or 2 working days at your door step after claim registration.

**8. How does the 7 day replacement work?**

After the claim get registered if the product is not repaired or serviced within 7 working days, then the customer will get product replacement from eshield warranty – No questions asked.

The warranty exclusions mentioned above are also applicable for the 7 day replacement period.

Please note the product replacement confirmation would be sent via mail to the customer by eshield within 7 days, but the delivery of the replacement product would vary with the shipping time based on location of the customer and is not accountable in the 7 day period.

**9. Is my warranty valid outside India?**

No, your Eshield warranty is only valid in India.