



DymajeCare  
+91-72900-31040

# DymajeCare

Invoice No. : DC0000259-18  
Invoice Date : 5 April, 2019  
Payment Method : Paytm

Order No. : 30080  
Order Date : 4 April, 2019  
Shipping Method :

## Billing Details

SOMVEER  
VISAKHAPTNAM  
9812637630  
skrawat2011@gmail.com

## Order Details

### Qty Product

1 x Mobile Protection  
(Mobile Phone Purchase cost:17964 )  
(Plan Selected:Plan 2: 100% Refund on Any Damage(Physical, Accidental,  
Liquid) Repair Bill for 1 Year )

Price Ex	Total Inc.	Price Inc	Total Inc	
Rs.	Rs.	0%	Rs.1,059.88	Rs.1,059.88
1,059.88	1,059.88			

**Subtotal: Rs.1,059.88**

**Total: Rs.1,059.88**

## Policy Details

All DymajeCare Regular Refund Plan Includes Headphone Pot, Water Damage, Charging Port, Microphone, Screen Damage, Ear Speaker, Front / Rear Camera, Home Button, Power Button, Lock Sensor, Battery Backup problem & Screen Guard. Theft protection is only available on Plan 3.

All DymajeCare Offer Refund Plan Includes only Screen Damage, Please Read the Terms & Condition.

### What is Included

- Cover for any Repairs required to your Mobile Phone, caused by physical & Accidental damage or liquid/ moisture logging
- Freedom from Financial worries related to Mobile Phone repairs bill
- Get a Spare Phone until Yours in Repairing
- Get Your Phone Repaired, Completely cashless, Once in the Plan duration
- Don't Worry about Cash its totally Completely Cashless
- Extra 6 month warranty on Repaired Device
- Free pick-up & Drop-off service
- Monthly update on Offers and Plans
- 2 Service Request "not applicable for the purchase before 14/11/2018"

### What is not Included

- Malfunction due to Manufacturing Defects or Regular wear & tear
- Software Issues (due to virus etc), Data Loss
- Malfunction occurring before purchase of cover
- Damage during other assets use

DymajeCare will, at its discretion, repair or replace with a new or refurbished device or provide a gift card subject to paragraph "MAXIMUM LIABILITY" below if any of the events listed below occurs. The Covered Product will be repaired or replaced with a new or refurbished device at the discretion of DymajeCare.

We will assess your claim and determine whether You are entitled to a remedy under this DYMAJECARE PROTECTION PLAN within a reasonable time of receiving the details of your valid request documents. DymajeCare logistics partners will have the Covered Product shipped to an authorized service center and get it repaired using genuine spare parts. Once the Covered Product is repaired, our logistics partners will have the product shipped back to you. For areas, not covered by DymajeCare logistics partners, We may guide you to the nearest service center for repairs.

The cost of 2 way shipping will be borne by Us except in cases where the DYMAJECARE PROTECTION PLAN is considered void by virtue of section "WHAT IS NOT COVERED" mentioned below. In such cases the cost of shipping will be borne by the Customer and if our logistics partners have incurred the cost of shipping wholly or in part - the Customer shall be liable to repay the amount to DymajeCare.

This DYMAJECARE PROTECTION PLAN effectively transfers the risk of physical damage and liquid damage from You onto Ourselves, while ensuring standardized repair service for your devices.

### Replacement

Every electronic device suffers a reduction in value because it has been used for a certain period; this reduction in value is due to "depreciation". The Fair Market Value is determined based on when the device was purchased and the Purchase Price that is mentioned on the retailer invoice. It is important, as it would help us figure out the most optimal solution that can be provided to you.

### Age of the device at the time of registering the Service Request

If at the time of raising the Service Request, the costs of repairs are greater than the Fair Market Value of the device, we would rather replace the device rather than repairing it. We will present you with the following options -

- 1) We will give you a replacement device reflecting the Fair Market Value of your current Gadgets & Appliances.
- 2) We will give you Gift Cards worth the Fair Market Value of your current device Gadgets & Appliances.
- 3) If you are attached to your Gadgets & Appliances and want to retain it, you can choose to pay the repair costs that are above its Fair Market Value.

For example, if you have purchased a phone worth Rs. 30,000 and breaks down in the 5th month. Let's assume that the cost of repairs is Rs. 25,000. Since the Fair Market Value of the phone at this time is Rs. 24,000, it makes more sense to replace the device than repair it. Hence, we will give you a replacement worth Rs. 24,000. If you are attached to your phone and do not wish to opt for a replacement, we will pay Rs. 24,000 and you can choose to pay the difference of Rs. 1,000 towards repairs.

For brands that do not repair the damaged Gadgets & Appliances but replace them, like what Apple does for some models of iPhones and iPads, we will provide the same replacement device to you.

Note :-Claim Process details <https://www.dymaje.com/refund-and-cancellation-policy/> and for more details please download and read Terms and Conditions you can download from this link <https://www.dymaje.com/terms-condition/>

#### **ALL ABOUT SMART PHONE PROTECTION WHAT IS COVERED UNDER MOBILE PHONE PROTECTION**

This Program is applicable only if the Covered Product -

- a) The Front Screen or the Front Touch Screen and/or Touch Pad suffer(s) breakage/damage or cracks.
- b) The Front Screen or the Front Touch Screen and/or Touch Pad fail(s) to work because of fluid or moisture.

DymajeCare will, at its discretion, repair or replace with a new or refurbished device or provide a gift card subject to paragraph

**"MAXIMUM LIABILITY"** below if any of the events listed below occurs.

The Covered Product will be repaired or replaced with a new or refurbished device at the discretion of DymajeCare. We will assess your claim and determine whether You are entitled to a remedy under this DYMAJECARE PROTECTION PLAN within a reasonable time of receiving the details of your valid request documents. DymajeCare logistics partners will have the Covered Product shipped to an authorized service center and get it repaired using genuine spare parts. Once the Covered Product is repaired, our logistics partners will have the product shipped back to you. For areas, not covered by DymajeCare logistics partners, We may guide you to the nearest service center for repairs. The cost of 2 way shipping will be borne by Us except in cases where the DYMAJECARE PROTECTION PLAN is considered void by virtue of section "WHAT IS NOT COVERED" mentioned below. In such cases the cost of shipping will be borne by the Customer and if our logistics partners have incurred the cost of shipping wholly or in part - the Customer shall be liable to repay the amount to DymajeCare. This DYMAJECARE PROTECTION PLAN effectively transfers the risk of physical damage and liquid damage from You onto Ourselves, while ensuring standardized repair service for your devices.

**TRANSFERS** When you sell/gift your Covered Product, DymajeCare DYMAJECARE PROTECTION PLAN will NOT be transferred to the new owners.

However, your spouse, children or parents can use the equipment without limiting this DYMAJECARE PROTECTION PLAN's applicability on the covered equipment.

#### **WHAT IS NOT COVERED**

This DYMAJECARE PROTECTION PLAN does not cover the following components or specific conditions -

- a) Loss arising after 12 months from date of purchase.
- b) Any physical or liquid damage that has occurred prior to the commencement of DYMAJECARE PROTECTION PLAN.
- c) Any physical or liquid damage on any part of the Covered Product other than the Front Screen or Front Touch Screen or Touch Pad.
- d) Any loss due to hire or loan of the covered product to a third party.
- e) Loss arising due to unlawful act including Terrorist Activity, War, Nuclear Explosion, Radioactive Contamination, Chemical, Biochemical, Biological, Electromagnetic, Cyber Attack etc.
- f) Consequential loss of any kind or wear & tear (including scratches), manufacturing defects etc.
- g) Retailer Invoice does not bear the IMEI/Serial Number of the Covered Product.
- h) Loss caused by incorrect storage, poor care and maintenance, careless use, gross negligence, incorrect installation and incorrect set-up.
- i) Loss covered by supplier, dealer or factory warranty.
- j) Any loss of data or software installed in the product.
- k) Any loss arising outside the territorial limits of India.
- l) If the Covered Product is bought outside India or via a channel or retailer that is not an officially mandated or recognized

by the Brand.

- m) If the brand to which the Covered Product belongs does not have minimum 1 authorized Service Center anywhere in India at the time of filing a Service Request.
- n) Covered Product does not have a minimum of manufacturer's warranty that is valid in India.
- o) Any loss, which is cosmetic in nature and does not result in complete stoppage of/or functioning of product.
- p) Any loss due to SIM card and any ancillary product etc. even if the product results in complete stoppage of functioning.
- q) Any loss or damage to accessories and panels even if forming a part of standard pack or to any complimentary or ancillary product/s made available under any promotional scheme.

**MAXIMUM LIABILITY**

The liability under DYMAJECARE PROTECTION PLAN shall not exceed in aggregate the Coverage Amount, which is defined as the cost of repairing or replacing the Front Screen, Touch Screen and/or Touch

Pad.

- a) Maximum of 2 service request shall be addressed during the Coverage Term(read more at <https://www.dymaje.com/refund-and-cancellation-policy/>).
- b) Except as indicated above, in no event will DymajeCare be liable for

- 1) Indirect damage caused due to improper functioning of the product, including but not limited to lost profits or savings, business interruption, loss of data, lost revenue, loss of use, inconvenience, mental or physical stress or any other commercial or economic loss of any kind, or special, incidental, or consequential damages.
- 2) Incidental damages due to malfunction of the product such as loss of income or loss of profit etc.
- 3) Any request made by a third party or made by customer on behalf of a third party.
- 4) Any damage that occurs as a result of customer's failure to follow the directions in the user manual.