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Please refer below table for coverage under the program		
Coverage	Manufacturing Warranty	Accidental & Liquid Damage
Plan Duration	From day 8 to day 30 after delivery	From day 8 to day 30 after delivery
Processing fee	Zero	â'500/- (Flat & non refundable)
No. of Claims	One	Unlimited
Key Inclusions	Manufacturing defects in materials &workmanship;factory-specifiedparts & repair labor	Any accidental or liquid damage caused by non-deliberate action
Key Exclusions	Consumables, wear & tear parts, damage from misuse/accidents, unauthorized repairs/modifications	Any damage which doesn't result in non-functioning of the device (e.g Scratches, Dents, other cosmetic damages, etc.)
Plan activation	On the 8th day post delivery	On the 8th day post delivery
Claim Method	Via claim assistance on Flipkart Order Details page	Via claim assistance on Flipkart Order Details page
Terminal State Refund Eligibility	100% (Refer Section-2 Clause-4)	Up to 80% (Refer Section-2 Clause-4)

Terms & conditions

Please refer to section 2 point 4 & 5 for coverage and exclusions

Terms and Conditions

Welcome to the Flipkart Trust Shield Plan "Plan"), a complimentary benefit that comes with your eligible purchase. By accepting delivery of your product of using any benefits under this Plan, you ["Customer") expressly acknowledge and agree to be bound by ait provisions contained herein. You are advised to carefully read and understand these terms and conditions to fully comprehend the scope of coverage, benefits, exclusions, and any limitations applicable under the Plan

Section 1: Standard and Conditions

1. Definitions

es offered by Flipkart, including optional add ons, as detailed in the Welcome Kit, Email, or Message.

Plan(s): Protection products or bundled

applicable to each Plan, alongside these Standard Terms 1.2 Plan Terms: Specific

1.3 Insurer: A Dthird party insurance company registered with IRDAL, partnering with Flipkart to underwrite Plan benefits.

Service Partner: Third party providers (e.g., logistics, repair) appointed by Flipkart to fulfilled Plan services

Personal Information/Data provided by the Customer finance e Plan, including but not limited to hens details, Credit/Debit card information, Aadhaar, PAN, passport, or drivers license information.

Thes Conditions Terma exclusively by Flipkart. Flipkart and the Customer the Plants offered

2. Purpose

Plen 2.2 The specific terms and conditions applicable to each individual Sion with, and shall supplement or, where expressly stated, supersede these Terms. Such Plan Terma communicated to the Customer in writing and shall form an integral part of this Agreement.

2.3 The Customer's statute unconditional of any benefits provided under the Plan(k), or submission of claims thereunder, abound by these Terms and the applicable Plan Tenns in their entirety. and agreement

3. Terms of Use

1.1 The Customer shall comply with all appraises Indian la complete. The Plan formation provided for availing the Plan is true, intended purposes.

3.2 The Customer Flipkart s collection, use, and processing of Personal information for delivering confidentiality and security of such information using reasonable safeguards invoices. Flipkart commits to maintaining the

The Customer agrees that Flipkart may disclose Personal information to 3.3 third par required to facilitate Plan benefits or as

3.4 The Customer mandated by application

recording with Flipkart, for quality assurance, monitoring of all communications, including callis, messages, training purposes. complex

3.5 The Customer agrees cove communications related to the including updates, notifications, and service requests, via email, SMS, or telephone from Flipkart or its authorized s

3.6 Flipkart reserves the sole and absolute right to amend, modify, these Terms, aspect of the Program at any time without prior notice

3.7 The Customer authorizes Flipkart to appoint employees, agents, such collection amounts payable under the Plan, acknowledging that and cost.

4. Service Request & Claims

4.1 Any Service Request submitted by the Customer shall be subject pittance and processing only upon the Customers full compliance with the following conditions:

4.1.1 The Customer muss accepted and continue to comply with these Terms and Conditions (T&Cs), including any modifications or updates communicated by Flipkart from time to

4.1.2 The Customer must provide Flipkart with complete, accurate, and truthful information pertinent to the coverage and benefits under the applicable Pian The Service Request must be made by the Customer in good. must not involve any fraudulent, deceptive, or uniawi intent

5. Termination and Cancellation

night Terms and Conditions with immediate effect if, at any time, the Customer: 51 Flipkart

assisted any third party in an attempt to fraudulently or dishonestly obtain funds from Flipkart or its Insurer, Has acted in violation of any 5.1.1 Has collaborated applicable Indian laws relevant to the use of the Plan,

5.1.2 Has failed to operate Covered Product in manufacturer a prescribed guidelines:

5.1.3 Has breached any provision of these Terms and Conditions, or filled to act in good faith, with honesty, transparency, and bona fide intent towards Flipkart or the Insurer, including but not limited to providing false, inaccurate, or misleading information.

5.1.4 Has falled to return any goods or devices to Flipkart authorized Service Partner(s) such return is required under 5.1.5 Has been subject to any final or conclusive by Flipkart resulting I terms of the Plan of

5.2 Furthermore Tern Conditions, together applicable Plan, shall govern usage: following circumstances relating to product

5.2.111 serial number of the Covered Product altered, defaced, removed, or tampered where such number is present;

1.2.2 Covered Product has been resold, transferred, or used by the Customer for any purpose other than its intended personal use, If the Covered Product is used for non personal, commercial, or unauthorized purposes. In addition, in the event of any discrepancy or mismatch between Covered Products Serial Number or Unique Identifier (as required for Plan fulfilment) and the

6. Confidentiality

information recorded on Purchase invoice, these Terms and Conditions shall become null after (10) days from the date of F Activation. During this period, the Customer may contact Flipkart update or correct relevant information.

The Customer shall bear sole responsibility for safeguarding the confidentiality and security of their personal information, including but not limited to their display name, login credentials and password. The Customer acknowledges and agrees that if any information provided is determined to be inaccurate, outdated, or incomplete, or if Flipkart has reasonable grounds to suspect the same, Flipkart reserves the right, at its sole discretion and without prior notice, to suspend or terminate the Plan(s) in accordance with the Terms of Use of the Platform

7. Precedence of Terms

event inconsistency or conflict between the addition of Terms and Conditions provided to the

Customer via email at the time of Purchase of Product These Terms and Conditions shall govern,

8. Limitation of Liability

By availing the Services, the Customer agrees that the total liability of Flipkart, including its parent companies, subsidiaries, affiliates, officers, directors, employees, agents, partners, contractors, vendors, shall be limited to the value of the Covered Product. Under no circumstances shall Flipkart or its parties be liable for any direct, indirect, incidental, special, punitive, consequential damages, any claims arising from or related to the use or inability to use the Services, including but not limited to loss of data, profits, or other damages, regardless of the theory or basis of the claim.

9. Indemnity

The Customer agrees to indemnify, defend, and hold Flipkart, its affiliates, subsidiaries, group companies, partners, their respective directors, officers, employees, and agents (collectively, the "Indemnified Parties") from and against any and all claims, damages, losses, penalties, obligations, demands, actions, or expenses, including reasonable attorneys' fees, arising out of or in connection with

(a) any breach by the Customer of these Terms, the Privacy Policy, or any other application policies,

(b) any violation of applicable laws, rules, or regulations by the Customer

(c) any infringement or violation of third party rights, including intellectual property rights; or

(d) any unauthorized, improper, legal, or wrongful use of the Customer's account, whether by the Customer or a third party, with or without the Customer's consent

This indemnification obligation shall survive the termination or expiration of these Terms and the Customer's use of the Services.

10. Notices

All notices, consents, approvals, communications required or permitted under these Terms and Conditions shall be in writing and in the English language. Such communication shall be deemed valid

effectively delivered by:

1. Personal delivery,
2. Registered or certified mail
3. Facsimile or electronic transmission, accompanied by a confirming hard copy sent via courier to the respective addresses or contact details provided by the parties.

Notices deemed delivered:

1. Immediately, if delivered in person or via facsimile or electronic means
2. Within forty eight (48) hours if sent by domestic mail, 3. Within seven (7) days if sent by international mail

Proof of proper addressing, postage, and dispatch shall constitute sufficient evidence of service. Notices served by legal counsel on behalf of a Party shall be deemed effective notices from that Party,

Contact Support

For any concerns or queries related to the Product or Service Customer may visit Flipkart Trust Shield Frequently Asked Questions (FAQs) section, Customers are advised to visit the website periodically to stay informed of the latest updates, terms, and information pertaining to the Plan

Section 2: Specific Terms & Condition

1. DEFINITIONS

1.1 Covered Products: LAPTOPS

1.2 Normal Operating Condition: Refers to the state in which performs its intended functions within the prescribed performance parameters, without any malfunction, defect, or deviation from its expected operation.

1.3 Normal Use: Use of the product in accordance the Manufacturer's prescribed guidelines, including regular maintenance, and the use of recommended protection devices such as voltage stabilizers.

1.4 Onsite Repairs: Service wherein a technician visits the location of the installed product to carry necessary repairs.

1.5 Plan Cover Amount: Shall mean the maximum 1 product liability repair services provided up to this limit. Any cost incurred beyond the Plan Cover Amount will be borne by the Customer.

1.6 Sum Insured: Purchase invoice value of asset (The price mentioned on the Invoice of the product excluding any payment including gift cards and exchange vouchers)

1.7 Excess/Processing Fees: The portion of repair or settlement must be paid by the Customer, as applicable, depend on the damage under normal usage conditions. This etc chemical and/or electrical failure in the covered product that renders failures resulting from normal wear and tear. functions

1.8 Functional Breakdown/Electrical & Mechanical Breakdown

1.9 Accidental Damage/Liquid Damage: Refers to unintentional physical or illiquid Squids damage to the Product by an external event, including drops, impacts, ng partially or fully -functional sure to

1.10 Brand Warranty/Manufacturerâs Warranty: Shall mean the Coverage provided by the brand for functional breakdowns.

1.11 Damage Protection: Refers to the Coverage against any claim of Accidental damage or Liquid Damage as outlined in the inclusions & Exclusions of this Plan,

112 BER: Shat mean "Beyond Economical duct exceeds h refers to claims where the cost of repairing the damaged/defective T&CS

1.13 Document/Mandatory Dock ever to at documents required for the registration and processing of vents collectively, Shall constitute the mandatory Document

2. Coverage & Plan Features:

Flipkart Trust Shield provides services for Functional Breakdown id Accidental Damage of the product(s) covered under the Plan.

3. Processing Fee:

A nonrefundable, flat processing fee of \$500 shell be applicable for the single admissible Damage Protection claim made under the plan,

4.BER & Refund:

Maximum claim amount due to Manufacturing defects

100%

Maximum Accidental/Surge/Liquid damage claim amount

80%

For the purposes of this Plan, a Covered Product shall be deemed to be Beyond Economical Repair (BER) if the estimated cost of repair exceeds the Sum Assured under the Plan In such cases, BER shall be treated as equivalent to the Sum Assured fas highlighted in the table above).

in the event a service request is classified as BER, or if the Covered Product is deemed irreparable due t sons including but not limited to unavailability of spare parts, discontinuation of the product model, or any other justifiable reason, Flipkart/ Brand (in case of Manufacturing Defect) may, at its sole discretion, offer the Customer a refund, subject to the maximum limit of the Assured

Upon issuance of such refund, the Plan shall be desmed terminated, and the Customer shail not be entitled to raise any further claims under the Pian for Covered Product. said

5. Exclusions under the Plan:

The following exclusions shall apply to the Damage Protection and Manufacturing warranty coverage under the Plan respectively.

5.1 Normal wear and tear of components or accessories that are integral to the functioning of the Covered Product.

5.2 Any intentional or deliberate damage to the Covered Product.

5.3 Any damage occurring during delivery or installation of the Covered Product. (For such issues, the Customer may contact Flipkart Customer Support for assistance.)

5.4 Damage resulting from unauthorized repairs, abuse, misuse, ingress of sand or dust, corrosion, battery leakage, negligence, infestation or intrusion by animals or Insects. Damage occurring before or during the delivery of the Covered Product is also excluded.

5.5 Loss or damage directly or indirectly by ionizing radiation or contamination from nuclear fuel or nuclear waste resulting from the combustion of clear fuel

5.6 Loss or damage arising due to pollution or environmental contamination.

5.7 Use of the Covered Product for commercial, rental, or professional purposes, or use with unauthorized accessories not originally supplied with the product at the time of purchase.

5.8 Loss or damage to accessories such as batteries, memory cards, or any stored data. Costs associated with the recovery or re-creation of lost data are also excluded.

5.9 Any loss of data, pre-installed software, or internal spare parts of the Covered Product.

5.10 Theft, burglary, or loss (including mysterious disappearance) of the Covered Product.

5.11 Loss or damage due to incorrect storage, poor maintenance, willful negligence, improper installation, or incorrect setup, unless substantiated and confirmed by the authorized service provider.

5.12 Damage resulting from usage that is not in accordance with the manufacturer's guidelines or due to faulty installation

5.13 Minor damage, including but not limited to cosmetic scratches, dents, or other non functional defects such as superficial screen/ LCD damage.

5.14 Loss resulting from confiscation, detention, or destruction by pavement authorities, local enforcement, or security agencies.

5.15 Loss or damage incurred while the Covered Product is under commercial hire/rent or during commercial transportation.

5.16 Damage to glass components, except in the case of televisions.

5.17 Any damage or loss arising due to force majeure events, including but not limited to pandemics, epidemics, war, terrorism, riots, civil disturbances, acts of government, labour strikes, supply chain disruptions, or failure of telecommunication networks, or the Insurer. other circumstances beyond the reasonable control of Flipkart or

5.18 Any manufacturing defect, including but not limited to Dead on Arrival scenarios. Under Manufacturing Warranty: Flipkart/Brand shall not be liable to provide any service, repair, replacement, refund, or compensation under the Plan in the following

circumstances:

5.19 Damage to consumables or components subject to regular and tear

5.20 Damage resulting from misuse, accidents, or unauthorized repairs or modifications:

5.21 Use of the Covered Product in a manner inconsistent with the manufacturer's operating guidelines.

6. Claims Process:

6.1 The customer shall report any damage to the Covered Product within three (3) days from the date of the incident (within the policy period). Upon receipt of the damage intimation along with all requisite supporting documents, Flipkart shall initiate the claim process and facilitate repair services at the Customer's registered address.

6.2 In the event of discrepancies or incomplete documentation, Flipkart may request the customer to submit corrected or additional documents within two (2) days. Failure to provide the necessary documents within the specified timeline may result in rejection of the claim.

6.3 For Damage Protection claims, customer shall pay the applicable non refundable processing fee (as specified under Section 2 Clause 3) within three (3) days from the date of successful verification and processing of all mandatory documents.

6.4 If, upon diagnosis, the authorized Service Provider determines that the Covered Product is Beyond Economical Repair (BER), the customer shall be notified accordingly. The Customer must confirm their acceptance to proceed with Section 2 Clause 4) to Flipkart within two (2) days of such notification.

6.5 Upon receipt of the Customer's confirmation to proceed with the refund, Flipkart shall process the approved refund amount within 48 hours post pickup of the insured device.

6.6 Failure to intimate the decision within stipulated timeline shall result in rejection of the claim.

7. Mandatory Documents

1. Image of the product reflecting the serial number
2. Image of the product reflecting the Brand logo
3. Image of the defective/damaged product clearly reflecting the damages.

8. Service Terms:

8.1 In the event that the Customer's area PIN code is deemed unserviceable, the Customer has relocated to a location outside Flipkart's designated serviceable zones, Flipkart may, at its sole discretion, direct cash reimbursement not exceeding the BER (Beyond Economical Repair value of the Covered Product).

8.2. To be eligible for such reimbursement, the Customer shall be required to submit the following documents:

(a) The original repair invoice by the brand's authorized service centre repairs undertaken on the Covered Product:

(b) The corresponding job sheet detailing repair activity; and

Flipkart reserves the right to reject reimbursement request if any of the above documents are missing, illegible, or deemed invalid

(c) Clear and legible images of the defective product, clearly showing the serial number and brand logo.

8.3 Flipkart commits to a Total Promised SLA (7 working days from the date of payment of Processing fee by the Customer) to the best of its ability.

8.4 Subject to these Terms and Conditions and any force majeure events, Flipkart shall endeavour to fulfil its obligations within the defined Service Level Agreements (SLAs). In the event of a delay attributable solely to Flipkart, and where the Total Promised SLA is not met, the Customer shall be eligible to receive a Token of Apology (TOA), at Flipkart's discretion.

8.5 Any delays caused by the Customer during the claim process including but not limited to delays in payment of applicable fees or submission of required documentation shall be excluded from the calculation of the Total Promised SLA

8.6 In instances of delays arising from supply chain disruptions or non availability of spare parts from the brand or its authorized representatives, Flipkart shall notify the Customer and provide supporting written confirmation from the brand or its authorized representative.

9. Customer Responsibilities:

9.1 Promptly notify Flipkart of any issue within seventy two (72) hours of its occurrence within the policy period. Failure to do so may result in claim rejection. Customer agrees to the following obligations under this Plan:

9.2 Use and maintain the Covered Product strictly in accordance with the manufacturer's guidelines and recommendations. 9.3 Return any defective or replaced parts/products upon request by Flipkart or its authorized service partner.

9.4 Provide unhindered access to the Covered Product at the time of inspection, repair, or service.

9.5 Furnish accurate and complete information regarding the nature and circumstances of the damage. Submission of false, misleading, or fraudulent claims shall result in immediate termination of the Plan without refund.

9.6 Submit all mandatory documents supporting evidence timeframes specified by Flipkart. Non compliance may lead to claim denial.

9.7 Ensure service location is prepared adequate space, utilities (power, internet, etc.), a safe environment to facilitate service operations

9.8 Remove any accessories or peripheral attachments and back up all personal data prior to handing over the Covered Product for service. Flipkart shall not be liable or damage to accessories. for data

9.9 Register ser requests only through Flipkart a official communication channel. Claims initiated outside these channels shall not be entertained.

9.10 Comply with all applicable laws, regulations, and contractual obligations during the term of the Plan.

9.11 Assume full responsibility and indemnify Flipkart against any third party claims arising due to the Customer's breach of obligations under this Plan

9.12 Promptly notify Flipkart in writing of any change in billing or communication address.

9.13 Stay informed of the Plan's terms, including any amendments or updates issued from time to time.

9.14 The Pla nontransferable valid only in the name of the original Plan holder. Unauthorized transfers of the Covered Product shall render the Plan void

9.15 Provide accurate bank details for refunds, which must match the name of the registered Plan holder, Flipkart shall not be responsible for payment failures due to incorrect or mismatched details.

9.16 Any failure to comply conditions may result in forfeiture of Plan benefits without entitlement to refund or further service.

10. Governing Law and Jurisdiction

10.1 This Agreement and all rights, obligations, and disputes arising hereunder shall be governed by and construed in accordance India the laws of the Republic of Karnataka, for the adjudication of

10.2 The Parties hereby inevitably consent and submit to the exclusive jurisdiction ve jurisdiction of the competent courts located in Bengaluru, Karnataka, for the any disputes, claims, or controversies arising out of or relating to this Agreement or any documents executed in connection herewith.

11. Miscellaneous

11.1 This Agreement represents the complete exclusive understanding between Flipkart Private Limited ("Flipkart) and the Customer with respect to the subject matter hereof, and supersedes all prior or contemporaneous agreements, representations, warranties, and understandings, whether written or oral. Any commitments or claims made by resolvers, service partners, or third parties that are inconsistent with this Agreement shall be deemed invalid and shall not be binding upon Flipkart

11.2 Neither Flipkart, Insurer, ner the Service Provider shall be held liable for any claims or damages that fall under the exclusions as expressly detailed in this Agreement.

11.3 in the event of any legal proceedings or disputes where Flipkart asserts that a loss, defect, or damage falls within the scope of exclusions specified herein, the burden of proof shall rest solely with the Customer to establish that such loss or defect is covered under the terms of this Agreement