



Water Purifier – Annual Maintenance Contract

Water Purifier AMC Prices (Inclusive of GST)

Product category	Majesto, Edge, Prisma, Imperia, Clarita, Adora, Eleanor, Iconia, Opulus/ other models		Stella/Regalus		Aristo, Genia, Excella, Cresto		Pristina UV/LP, Eternia UV
AMC Types	Advance	Comprehensive	Advance	Comprehensive	Advance	Comprehensive	Comprehensive
1 Year (Rs.)	2600	4900	4500	9700	2000	2750	2100
2 Year (Rs.)	4600	8500	7800	17000	4000	5500	3700

TERMS AND CONDITIONS OF THE ANNUAL MAINTENANCE CONTRACT (AMC)

TYPES OF AMC CONTRACTS:

There are two types of AMCs - Comprehensive and Advance. Both the AMC offerings are applicable for domestic usage only.

- 1) Comprehensive: This contract covers replacement of electro-mechanical parts, two preventive maintenance services annually and need-based replacement of consumables like filters, membranes etc.
- 2) Advance: This contract covers replacement of electro-mechanical parts and two preventive maintenance services annually.

What does this contract covers (Inclusions):

- 1) Two preventive maintenance services annually.
- 2) Visit charges of all breakdowns calls.

What does this contract not cover (Exclusions):

- 1) Repair/replacement of parts that occur due to:
 - Defects caused by poor input water quality, atmospheric conditions, rusting, corrosion, scaling, breakage, pest, misuse, improper or negligent use, leakage from pipes etc.
 - Tampering with or repair by unauthorised personnel or use of non-recommended spares.
 - Commercial usage of products.
 - Where this equipment is under use for more than 8 hours a day continuously, unless otherwise agreed in writing by Blue Star Ltd.
 - Damage caused to the equipment as a result of force majeure like floods, fire, riots, accidents etc.

General Terms and Conditions

- 1) All calls must be registered through Blue Star customer care app, toll-free number, SMS or Whatsapp only.
- 2) The annual maintenance contract is applicable for residential customers.
- 3) This contract is valid only for products within 5 years of purchase.
- 4) The product should be in working condition at the time of annual maintenance contract registration.
- 5) Repair / replacement of any part of the product found defective is subject to the confirmation of the technical experts appointed by Blue Star Limited or any of its authorized channel partner.
- 6) Blue Star reserves the right to decide, at its discretion, replacement of any defective part with a substitute without affecting the performance of the product.
- 7) All defective parts removed by Blue Star shall be the property of Blue Star. In the event Blue Star carries out repairs or replacement of any part during the contract period, the contract coverage shall thereafter continue only for the remaining period of the contract.
- 8) Company's obligation under this contract shall be limited to repair of part/s only. The maximum amount of liability with respect to any product related claim/s, if entertained by Blue Star, will be subject to the maximum retail price of the product purchased or the purchase price, whichever is lower.
- 9) Blue Star 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 repairing due to non-availability of any component or accessory, labour problem, restrictions and regulations of the government, public movement, war and any unavoidable circumstances, specially vis-à-vis the import of supplies and raw material or if Blue Star is otherwise prevented from performing its functions under this warranty.
- 10) For customer location outside municipal limits, customer shall be charged Rs 125/- per visit as the travelling charges which shall be paid in cash to the technician.
- 11) Any fresh levies or increase in taxes/levies/rates imposed by the State or Central government or local authority on components or raw materials, installation or service as a whole after the date of the offer and during the contract will be borne by the customer.
- 12) No refund will be made for the balance period of the contract if cancelled during the term.
- 13) Change in address must be notified by customer at least 2 weeks prior to the next scheduled visit.
- 14) This contract is non-transferable.
- 15) The terms and conditions of execution of this AMC are subject to change at the discretion of Blue Star and without any prior communication.
- 16) All other terms and conditions shall remain the same as mentioned in operation manual of the product.
- 17) All disputes are subject to Mumbai Jurisdiction.



Scan to connect
on WhatsApp
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Scan for
Customer
Care App

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