

## FAQs - Samsung Microwave Care Pack

### **Q1. What is Samsung Microwave Care and why should I purchase it?**

A1. Samsung Microwave Care extends the warranty of your Samsung Microwave. With this plan, you would be able to enjoy the same services offered during the warranty for additional year. All technical and mechanical failure of the product will be covered under this plan. However, accidental damage to the product due to neglect, improper handling, tampering or fire/water damage and any other damage due to misuse is not covered under this plan.

### **Q2. Can I buy and register Microwave Care any time after I purchase my Microwave?**

A2. Microwave Care can only be purchased during the standard warranty period of the product and should be registered before the expiry of the standard warranty period.

### **Q3. When does my extended warranty period start?**

A3. Extended warranty starts immediately after expiry of standard warranty and can be extend maximum for four years.

### **Q4. How do I know which plan to buy?**

A4. Please select product type as per your product or please calls us on 1800-40-SAMSUNG (7267864).

### **Q5. Where and how can I avail the extended warranty service?**

A5. For servicing your Microwave during the extended warranty period, you should call on 1800-40-SAMSUNG (7267864) and register your complaint. Our engineer will visit at your place as we provide "In home service" during Extended Warranty period as well.

### **Q6. Which parts of my product are covered by Samsung Microwave Care?**

A6. Samsung's warranty obligations under Microwave Care is only limited to the Microwave. The Microwave accessories provided with the Microwave are not covered.

### **Q7. Will I get Microwave Care for Samsung Microwave purchased outside India?**

A7. No. Microwave Care is only available for Microwave purchased in India.

### **Q8. I want to cancel my Microwave Care; shall I get a refund on the days remaining?**

A8. Sorry, there is no refund policy for Microwave Care and hence no refund is possible.

### **Q9. I am selling my Microwave. Can I transfer Microwave Care to the buyer?**

A9. Extended Warranty is not transferrable.

**Q10. I have purchased Microwave Care but not registered it online. Now my product is out of warranty and I am not able to register, can I still avail service?**

A10. To avail services during the extended warranty period, registration of Microwave Care is mandatory before expiry of standard warranty.

**Q11. I own a refurbished Microwave. Can I buy Microwave Care for my product?**

A11. Yes, Microwave Care can be purchased for refurbished Microwave.

**Q12. I am not able to register Microwave Care since my certificate number is invalid/unclear?**

A12. Please call us on 1800-40-SAMSUNG (7267864). We will assist you.

**Q13. I did not get a mail after registering Microwave Care?**

A13. Please Call us on 1800-40-SAMSUNG (7267864). We will assist you.

**Q14. What documents should I provide to avail service during extended warranty period?**

A14. Your registration confirmation mail and Invoice are mandatory proof that you require to avail service.

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