

FAQs - Samsung AC Care Pack

Q1. What is Samsung AC Care and why should I purchase it?

A1. Samsung AC Care extends the warranty of your Samsung AC. 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 AC Care any time after I purchase my AC?

A2. AC 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 size as per your product model and period for Extended warranty or please calls us on 1800-40-SAMSUNG (7267864).

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

A5. For servicing your AC 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 AC Care?

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

Q7. Will I get AC Care for Samsung AC purchased outside India?

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

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

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

Q9. I am selling my AC. Can I transfer AC Care to the buyer?

A9. Extended Warranty is not transferrable.

Q10. I have purchased AC 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 AC Care is mandatory before expiry of standard warranty.

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

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

Q12. I am not able to register AC 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 AC 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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