

FAQs - Samsung Refrigerator Care Pack

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

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

A2. Refrigerator 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 Refrigerator 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 Refrigerator Care?

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

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

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

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

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

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

A9. Extended Warranty is not transferrable.

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

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

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

Q12. I am not able to register Refrigerator 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 Refrigerator 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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