

FAQs - Samsung Washing Machine Care Pack

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

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

A2. Washing Machine 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 three 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 Washing Machine 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 Washing Machine Care?

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

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

A7. No. Washing Machine Care is only available for Washing Machine purchased in India.

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

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

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

A9. Extended Warranty is not transferrable.

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

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

A11. Yes, Washing Machine Care can be purchased for refurbished Washing Machine.

Q12. I am not able to register Washing Machine 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 Washing Machine 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.

Disclaimer:

Samsung shall not be liable for any indirect, incidental, special or consequential damages losses or expenses (including without limitation lost profits, loss of use or loss of data, goodwill, reputation or lost business) arising directly or indirectly, from the purchase use or sale of the Samsung product, whether or not Samsung was advised or aware of the possibility of such damages, losses or expenses. With the exception of Samsung's liability which cannot be excluded or limited by law, Samsung's liability to the customer under the extended warranty shall not exceed the price paid by the customer for the Samsung product.