

# Terms and Conditions: - Kettles

## 1. WARRANTY TO END CONSUMER

- 1.1. There will be no home service facility for Kettles for the purpose of replacement.
- 1.2. Consumers need to bring products at the point of purchase (MFR (regional or national)) any service needs.
- 1.3. Warranty to customers will be against manufacturing defects and will cover only domestic usage of products. Defects generated due to customer misuse or mishandling of the products are not covered in warranty.
- 1.4. Plastic, rubber or Bakelite parts are not covered under warranty. One to One replacement will NOT be given against failure of these parts. These Parts will be repaired by service technician on chargeable basis at the retailer/BCCD.
- 1.5. Warranty will be available to customer on production of GST Cash Memo/Invoice or stamped warranty card bearing date of sale as proof of date of purchase. Non-GST bill by retailer will not be considered as proof. In absence of GST Cash Memo/Invoice or stamped warranty card, warranty will be available from date of manufacturing as stamped on product.

## 2. REPAIRS/REPLACEMENT PROCESS

- 2.1. Consumers need to bring products at the point of purchase ( MFR ) for any service needs.
- 2.2. MFR will have to log a call at service center at consumer care number **022-41280000** and then keep the kettle and affix call ID on it.
- 2.3. BCCD technician will visit the MFR and check the product. If the failure is due the following defects and from following kettle models, the technician will tag it. For any other defect, Kettles will only be repaired.

### List of Manufacturing Defects

- Heating Element
- Thermostat / Body connector not working.
- On off Switch /Steam switch dead
- Leakage from Lid assembly
- Base connector not working.

### Kettles Models where one to one replacement is applicable.

Item Code	Model
670108	KTX 1.2 L DLX
670106	KTX 1.5 L DLX
670107	KTX 1.8 L DLX
670113	KTS 0.8
670112	KTS 1.0 Multicook
670110	KTP 1.7 Gold
670109	KTP 1.7 Silver
670114	KTP 1.8

2.4. The replacement flow process is as follows:

1. After tagging, the MFR will immediately replace the Kettle with a fresh product to the customer and will return the tagged defective Kettle to Bajaj.
2. Bajaj will raise a credit note in favor of the MFR against receipt of the defective Kettle.

2.5 This process will be applicable for MFR channel only.

### **3. ELIGIBILITY FOR REPLACEMENT**

3.1. This will be applicable to products serviced from 1<sup>st</sup> Jan 2024.

**For Detailed T&C refer: <https://shop.bajaelectricals.com/terms-and-conditions>**

**For service / complaint / query please write to us at: [consumercare@bajaelectricals.com](mailto:consumercare@bajaelectricals.com) or Consumer Care Cell, Bajaj Electricals Ltd., 27<sup>th</sup> Floor, One Unity Center, Senapati Bapat Marg, Prabhadevi, 400013**

**CONSUMER CARE No.: 022-41280000**

**WHATSAPP SUPPOR : 7039920000**