



FUTURE GENERALI INDIA
Insurance Company Limited

FUTURE WARRANTY INSURANCE POLICY WORDINGS

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FUTURE WARRANTY INSURANCE POLICY WORDINGS

WHEREAS the insured named in the schedule hereto by a proposal and declaration, which shall be the basis of this contract and is deemed to be incorporated herein has applied to Future Generali India (herein-after called, the company) for the Insurance hereinafter contained and has paid the premium as consideration for such Insurance in respect of damage to parts occurring during the period of Insurance stated in the schedule or during any subsequent period for which the Insured pays and the Company may accept the premium for the renewal of the Policy.

DEFINITIONS

- 1. Domestic Electrical / Electronic Products** – Includes products such as Color Televisions, Washing Machines, Refrigerators, Music Systems, Air conditioners, Microwave ovens, Mobile telephones or any other product that may be included from time to time.
- 2. Product/Products** – The products should be for domestic use only and not to be used for commercial, rental, or profit generation purposes.
- 3. Official Channels** – Manufacturer, Manufacturer's subsidiary company, Authorized dealer / Distributor appointed by the Manufacturer or its subsidiary located within India.
- 4. Normal Operating Condition** – Ability of the product to perform its specified function subject to the acceptable level of change in performance due to aging or climatic conditions. The acceptable level of change for this purpose will be as per the respective Manufacturer's specifications.
- 5. Normal Use** – Use of the product in accordance with the manufacturers guidelines for product usage including but not limited to regular maintenance & upkeep of the product, Usage of specified protection devices such as voltage stabilizers.
- 6. Breakdown** – means the mechanical and/or electrical defects and / or failure of a product that cause it to not function in its intended manner.
- 7. Covered Breakdown** – Breakdown covered by the Manufacturer's Warranty / Guarantee during the Manufacturer's Warranty / Guarantee period. The covered breakdown will vary for each product in accordance with the Manufacturer's Warranty / Guarantee for the said product.
- 8. Manufacturer's Warranty / Guarantee** – The original warranty / guarantee given by the respective manufacturer in respect of a product.
- 9. Manufacturer's Warranty / Guarantee Period** – The uninterrupted period of the manufacturer's Warranty / Guarantee cover as stated on the original official Manufacturer's Warranty / Guarantee certificate or publication.
- 10. We, Us** – Future Generali India Insurance Company.
- 11. You, Your** – The Insured mentioned in the Policy Schedule.

This policy is a contract between You, the Insured, as mentioned in the Policy Schedule and Us, Future Generali India Insurance Company.

In consideration of the premium paid by You, We will provide the cost of repair for the Covered Breakdown of Products as mentioned in the Schedule, during the period of policy, subject to the terms, conditions, exceptions and limitations contained herein or endorsed hereupon in future.

COVERAGE

Manufacturer's Warranty –

1. The policy provides cover for manufacturer's Original Warranty.
2. The policy provides coverage for cost of parts and labor in respect of the covered Product as stated in the Schedule for covered inherent mechanical and electrical breakdown/defects to the extent provided by the manufacturer's warranty for Electrical / Electronic / Mechanical Products manufactured in India or is legally imported in India & sold through Official Channels supported by an invoice & Manufacturer's Warranty/Guarantee.
3. Our liability for any one repair shall in no event exceed the market value of the Product at the time of said repair.
4. We will bear the cost of replacement of the product with one of like kind and quality if the Product is not repairable or beyond economical repair. The replaced Product (the spoilt unit) shall become property of Future Generali. Due to technological advances, the replacement product may be of lower retail value than the original Product. Any such replacement will immediately terminate this policy with no refund of the premium and we shall have no further obligations for the remainder of the term of this policy.
5. The total of all benefits paid or payable under this policy while it is in force shall not exceed the original purchase price paid by you for the Product covered by this policy.
6. This policy is valid only in India on Products which are purchased and repaired within India.

Extended Warranty –

1. The policy provides cover for Extended Warranty which commences on expiration of Manufacturer's Original Warranty for the period as specified in the Policy Schedule.
2. The policy provides coverage for cost of parts and labor in respect of the covered Product as stated in the Schedule for covered inherent mechanical and electrical breakdown/defects to the extent provided by the manufacturer's warranty for Electrical / Electronic / Mechanical Products manufactured in India or is legally imported in India & sold through Official Channels supported by an invoice & Manufacturer's Warranty/Guarantee.
3. Our liability for any one repair shall in no event exceed the market value of the Product at the time of said repair.
4. We will bear the cost of replacement of the product with one of like kind and quality if the Product is not repairable or beyond economical repair. The replaced Product (the spoilt unit) shall become property of Future Generali. Due to technological advances, the replacement product may be of lower retail value than the original Product. Any such replacement will immediately terminate this policy with no refund of the premium and we shall have no further obligations for the remainder of the term of this policy.
5. The total of all benefits paid or payable under this policy while it is in force shall not exceed the original purchase price paid by you for the Product covered by this policy.
6. This policy is valid only in India on Products which are purchased and repaired within India.

PRODUCTS COVERED

This Policy covers Electrical / Electronic / Mechanical Products and any other Product that we include from time to time and mentioned in the policy schedule.

EXCLUSIONS

1. Costs implicitly or explicitly covered by any manufacturers, suppliers or repairers guarantee or warranty.
2. Non-operating and cosmetic damage to the Product, such as damage to paintwork, Product finish, dents or scratches.
3. Accessories used in or with the Product unless covered under a separable warranty policy – (for eg. Computer software, modem, scanner, printer and charger)
4. Replacement of any consumable item or accessory – These include but are not limited to plugs, fuses, light bulbs, light covers, cables, filters, attachments, belts, toner, ribbons, drums, tapes or software and add-on options incorporated in a Product.
5. Normal wear and tear of items not integral to the functioning of the Product - Routine maintenance, cleaning, lubrication, adjustments or alignments, overhaul, modification and de-scaling.
6. Coverage will not under any circumstances, extend to any loss or injury to a person or loss or damage to property or any incidental, contingent, special or any direct or indirect loss and consequential damages including but not limiting to losses incurred due to any delay in rendering service related to this policy and loss of use during the period that the Product is at an authorized repairer and/or while awaiting parts.
7. Damage caused by unauthorized repair, theft, burglary and accident including earthquake, storm and or hurricane, abuse, misuse, sand, dust, water, negligence, fire, flood, lightning, malicious damage, impact, corrosion, battery leakage, acts of God, animal or insect infestation or intrusion.
8. Damage resulting from power outage, power surges or dips, fluctuating voltage, inadequate or improper voltage or current.
9. Cost of removal or re-installation of the Product.
10. Reception or transmission problems resulting from external causes.
11. Problems or defects not covered under the original Manufacturers Warranty / Guarantee.
12. Batteries, internal or external to the Product.
13. Breakdowns caused by computer virus or realignments to Products.
14. Recalls or modifications to the Product.
15. Failure to follow the manufacturer's instructions.
16. Costs arising from incorrect installation, modification or maintenance.
17. Costs if no fault is found with the Product.
18. Costs arising from being unable to use the Product or from damage which results from the Breakdown of the Product.
19. Damage / failure caused before or during Product delivery.

20. Use of batteries, charger and / or accessories not approved by the manufacturer, incorrect electrical leads or connection.
21. The cost of repairing, restoring or reconfiguring computer software.
22. Any consequential or incidental damages arising from the use or loss of use of the Product, Your & the Customers statutory rights are unaffected.
23. If the product is sold by original buyer to other party.
24. If the product is moved out of the country of purchase, it will not be covered by this policy.

CONDITIONS

1. This policy becomes valid only on purchase of the Product.
2. This Product is manufactured in India or is legally imported in India & sold through Official Channels supported by an invoice & Manufacturer's Warranty / Guarantee.
3. The Product is purchased new from the manufacturers authorized dealer / distributor and is supported by Manufacturer's Warranty / Guarantee of not less than 12 months and not exceeding 24 months.
4. The Product is used in accordance with the manufacturer's guidelines for Product usage including but not limited to regular maintenance & up keep of the Product.
5. Manufacturer's Warranty / Guarantee remains valid throughout its validity period.
6. All repairs must be made by authorized repair agents.
7. This policy will be cancelled in the event of fraud, attempted fraud, or non-disclosure of any changes that affect this policy and no refund of premium will be due to You.
8. If at the time of any failure / damage to the covered product, the product is covered in part or full by any other insurance, this Company shall not be liable to pay or contribute more than its rateable proportion of such loss, failure or damage.
9. Due Observance
The due observance of and compliance with the terms, provisions, warranties and conditions of this Policy in so far as they relate to anything to be done or complied with by You shall be a condition precedent to any liability of Us under this Policy.
10. Reasonable Care: You shall
 - a. take all reasonable steps to safeguard the Insured product against any insured event;
 - b. take all reasonable steps to prevent a claim from arising under this Policy;
 - c. ensure that any security system or aid is maintained in accordance with any maintenance schedule or recommendations of the manufacturer or if none then as may be required, and kept in good and effective working condition;
11. Duties and Obligations after Occurrence of an Insured Event
It is a condition precedent to Our liability under this Policy that, upon the happening of any event giving rise to or likely to give rise to a claim under this Policy:
 - a. You shall immediately and in any event within 7 days give written notice of the same to the address shown

in the Schedule for this purpose, and in case of notification of an event likely to give rise to a claim to specify the grounds for such belief, and

- b. You shall within 30 days deliver to Us its completed claim form detailing the loss or damage that has occurred and an estimate of the quantum of any claim along with all documentation required to support and substantiate the amount sought from Us, and
- c. You shall expeditiously provide Us and its representatives and appointees with all the information, assistance, records and documentation that they might reasonably require, and
- d. You shall not admit liability or settle or make or promise any payment in respect of any claim which may be the subject of indemnity hereunder, or incur any costs or expenses in connection therewith, without the written consent of Us which shall be entitled to take over and conduct in the name of You the defense and/or settlement of any such claim, for which purpose You shall give all the information and assistance that We may reasonably require.

12. Contribution

If, at the time of any Claim, there is, or but for the existence of this Policy, would be any other policy of indemnity or insurance in favour of or effected by or on behalf of Us applicable to such claim, then We shall not be liable to pay or contribute more than its ratable proportion of any loss or damage. This condition is not applicable to benefit payment section.

13. Subrogation

You and any claimant under this Policy shall at the expense of Us do or concur in doing or permit to be done all such acts and things that may be necessary or reasonably required by Us for the purpose of enforcing any civil or criminal rights and remedies or obtaining relief or indemnity from other parties to which We shall be or would become entitled or subrogated upon Us paying for or making good any loss or damage under this Policy whether such acts and things shall be or become necessary or required before or after Your indemnification by Us.

14. Fraud

If You or any claimant under this Policy shall make or advance any claim knowing the same to be false or fraudulent as regards amount or otherwise, this Policy shall be void and all claims or payments hereunder shall be forfeited.

15. Cancellation

For cancellation of insurance during the currency of the policy either wholly or in part –

- a) At the option of the insurer, a pro-rata refund of premium will be allowed for the unexpired period, subject to a minimum premium.
- b) At the option of the insured, refund of premium will be allowed after charging premium for the time insurance was in force on short period scale subject to retention of minimum premium by the Insurer.
- c) In case of cancellation of the policy before the commencement of the Extended Warranty period, the short period rates are as mentioned below.

Policy period	% of Annual Premium Retained
than 6 months prior to the commencement of the extended warranty period	15%
Less than 6 months but more than 3 months prior to the commencement of the extended warranty period	17.5%

- d) In case of the cancellation of the policy after the commencement of the Extended Warranty period, the short period rates are as mentioned below

Policy period	% of Annual Premium Retained
Not exceeding 3 months	50%
Exceeding 3 months but not exceeding 8 months	80%

16. Dispute Resolution

- a. If any dispute or difference shall arise as to the quantum to be paid under this policy (liability being otherwise admitted) such difference shall independently of all other questions be referred to the decision of a sole arbitrator to be appointed in writing by the parties to or if they cannot agree upon a single arbitrator within 30 days of any party invoking arbitration, the same shall be referred to a panel of three arbitrators, comprising of two arbitrators, one to be appointed by each of the parties to the dispute/difference and the third arbitrator to be appointed by such two arbitrators and arbitration shall be conducted under and in accordance with the provisions of the Arbitration and Conciliation Act, 1996.
- b. It is clearly agreed and understood that no difference or dispute shall be referable to arbitration as hereinbefore provided, if the Company has disputed or not accepted liability under or in respect of this policy.
- c. The applicable law in and of the arbitration shall be Indian law.
- d. The expenses of the arbitrator shall be shared between the parties equally and such expenses along with all reasonable costs in the conduct of the arbitration shall be awarded by the arbitrator to the successful party, or where no party can be said to have been wholly successful, to such party, as substantially succeeded.
- e. It is agreed condition precedent to any right of action or suit upon this Policy that an award by such arbitrator or arbitrators shall be first obtained.
- f. In the event that these arbitration provisions shall be held to be invalid then all such disputes shall be referred to the exclusive jurisdiction of the Indian Courts.

17. Notices

- a. Any and all notices and declarations for the attention of Us shall be submitted in writing and shall be delivered to the address specified in the Schedule.
- b. Any and all notices and declarations for the attention of You shall be posted to Your address stated in the Schedule.

18. Governing Law

The construction, interpretation and meaning of the provisions of this Policy shall be determined in accordance with Indian law. The section headings of this Policy are included for descriptive purposes only and do not form part of this Policy for the purpose of its construction or interpretation.

19. Entire Contract

The Policy constitutes the complete contract of insurance. No change or alteration in this Policy shall be valid or effective unless approved in writing by Us, which approval shall be evidenced by an endorsement on the Policy.

20. Territorial Limits

This Policy covers insured events arising during the Policy Period within India. Our liability to make any payment shall be to make payment within India and in Indian Rupees only.

21. Reinstatement after settlement of a claim

All sums which may from time to time be paid by way of indemnity under this Policy in any one Period of Insurance shall be accounted in diminution of the Total Sum Insured so that in case of any subsequent event giving rise to a claim occurring during the same period the total amount payable during that period by the Company shall not in any case exceed the Total Sum Insured. In the event of the property lost, destroyed or damaged being replaced by other property, the Company will at the Insured's request extend this insurance by endorsement to include such property upon payment of the appropriate pro-rata additional premium.

BASIS OF SETTLEMENT

In cases where damage to an insured item can be repaired, the Company will pay expenses necessarily incurred to restore the damaged machine to its former state of serviceability plus the cost of dismantling and re-erection incurred for the purpose of effecting the repairs as well as ordinary freight to and from a repair-shop customs duties and dues if any.

In cases where only part needs to be replaced covered under the warranty program, the cost of the part will be indemnified including ordinary freight.

The Company will make payments only after being satisfied, with necessary bills and documents that the repairs have been carried out or replacements have taken place, as the case may be.

Grievance Redressal Procedures

Dear Customer,

At **Future Generali** we are committed to provide **"Exceptional Customer-Experience"** that you remember and return to fondly. We encourage you to read your policy & schedule carefully. We want to make sure the plan is working for you and welcome your feedback.

What Constitutes a Grievance?

A "Grievance/Complaint" is defined as any communication that expresses dissatisfaction about an action or lack of action, about the standard service/deficiency of service from Future Generali or its intermediary or asks for remedial action.

If you have a complaint or grievance you may reach us through the following avenues:


	Help - Lines	1800-220-233 / 1860-500-3333 / 022-67837800		Email	Fgcare@futuregenerali.in
				Website	www.futuregenerali.in
	GRO at each Branch	Walk-in to any of our branches and request to meet the Grievance Redressal Officer (GRO) .			

What can I expect after logging a Grievance?

- We will acknowledge receipt of your concern within 3 - business days.
- Within 2 - weeks of receiving your grievance, we shall revert to you the final resolution.
- We shall regard the complaint as closed if we do not receive a reply within 8 weeks from the date of receipt of response.

What do I do, if I am unhappy with the Resolution?

- You can write directly to our **Customer Service Cell at our Head office:**

	Customer Service Cell	<p>Customer Service Cell, Future Generali India Insurance Company Ltd. Corporate & Registered Office:- 6th Floor, Tower 3, Indiabulls Finance Center, Senapati Bapat Marg, Elphinstone Road, Mumbai - 400013</p> <p>Please send your complaint in writing. You can use the complaint form, annexed with your policy. Kindly quote your policy number in all communication with us. This will help us to deal with the matter faster.</p>
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How do I Escalate?

While we constantly endeavor to promptly register, acknowledge & resolve your grievance, if you feel that you are experiencing difficulty in registering your complaint, you may register your complaint through the **IRDA (Insurance Regulatory and Development Authority)**.

- **CALL CENTER: TOLL FREE NUMBER (155255).**
- **REGISTER YOUR COMPLAINT ONLINE AT: [HTTP://WWW.IGMS.IRDA.GOV.IN/](http://www.igms.irda.gov.in/)**

Insurance Ombudsman:

If you are still not satisfied with the resolution to the complaint as provided by our **GRO**, you may approach the Insurance Ombudsman for a review. The Insurance Ombudsman is an organization that addresses grievances that are not settled to your satisfaction. You may reach the nearest insurance ombudsman office. The list of Insurance Ombudsmen offices is as mentioned below.

Office of the Ombudsman	Contact Details	Areas of Jurisdiction
AHMEDABAD	Insurance Ombudsman Office of the Insurance Ombudsman 2nd Floor, Ambica House, Nr. C.U.Shah College, 5, Navyug Colony, Ashram Road, AHMEDABAD - 380 014 Tel: 079- 27546840 Fax: 079-27546142 E-mail: ins.omb@rediffmail.com	Gujarat, UT of Dadra & Nagar Haveli, Daman and Diu
BHOPAL	Insurance Ombudsman Office of the Insurance Ombudsman Janak Vihar Complex, 2nd Floor, 6, Malviya Nagar, Opp. Airtel, Near New Market, BHOPAL - 462 023 Tel: 0755-2569201 Fax: 0755-2769203 E-mail: bimalokpalbhopal@airtelmail.in	Madhya Pradesh & Chhattisgarh
BHUBANESHWAR	Insurance Ombudsman Office of the Insurance Ombudsman 62, Forest Park, BHUBANESHWAR - 751 009 Tel: 0674-2596455 Fax: 0674-2596429 E-mail: ioobbsr@dataone.in	Orissa
CHANDIGARH	Insurance Ombudsman Office of the Insurance Ombudsman S.C.O. No.101, 102 & 103, 2nd Floor, Batra Building, Sector 17-D, CHANDIGARH - 160 017 Tel: 0172-2706468 Fax: 0172-2708274 E-mail: ombchd@yahoo.co.in	Punjab, Haryana, Himachal Pradesh, Jammu & Kashmir, UT of Chandigarh
CHENNAI	Insurance Ombudsman Office of the Insurance Ombudsman Fatima Akhtar Court, 4th Floor, 453 (old 312), Anna Salai, Teynampet, CHENNAI - 600 018 Tel:044-24333668 /5284 Fax: 044-24333664 E-mail: chennaiinsuranceombudsman@gmail.com	Tamilnadu, UT- Pondicherry Town and Karaikal (which are part of UT of Pondicherry)
NEW DELHI	Insurance Ombudsman Office of the Insurance Ombudsman 2/2 A, Universal Insurance Bldg. Asaf Ali Road, NEW DELHI - 110 002 Tel: 011-23239633 Fax: 011-23230858 E-mail: jobdelraj@rediffmail.com	Delhi & Rajasthan
GUWAHATI	Insurance Ombudsman Office of the Insurance Ombudsman Jeevan Nivesh, 5th floor Nr. Panbazar Overbridge, S.S. Road, GUWAHATI - 781 001 Tel:0361-2132204/5 Fax: 0361-2732937 E-mail: ombudsmanghy@rediffmail.com	Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura
HYDERABAD	Insurance Ombudsman Office of the Insurance Ombudsman 6-2-46 , 1st Floor, Moin Court Lane, Opp. Saleem Function Palace, A.C.Guards, Lakdi-Ka-Pool, HYDERABAD - 500 004 Tel: 040-65504123 Fax: 040-23376599 E-mail: insombudhyd@gmail.com	Andhra Pradesh, Karnataka and UT of Yanam - a part of UT of Pondicherry
ERNAKULAM	Insurance Ombudsman Office of the Insurance Ombudsman 2nd Floor, CC 27/2603, Pulinat Building, Opp. Cochin Shipyard, M.G. Road, ERNAKULAM - 682 015 Tel: 0484-2358759 Fax: 0484-2359336 E-mail: iokochi@asianetindia.com	Kerala, UT of (a) Lakshadweep, (b) Mahe - a part of UT of Pondicherry
KOLKATA	Insurance Ombudsman Office of the Insurance Ombudsman 4 th Floor, Hindusthan Bldg., Annexe, 4, C.R.Avenue, KOLKATA - 700 072 Tel: 033-22124346 / (40) Fax: 033-22124341 E-mail : iombsbpa@bsnl.in	West Bengal, Bihar, Jharkhand and UT of Andaman & Nicobar Islands, Sikkim
LUCKNOW	Insurance Ombudsman Office of the Insurance Ombudsman Jeevan Bhawan, Phase 2, 6th Floor, Nawal Kishore Road, Hazratganj, LUCKNOW - 226 001 Tel: 0522 -2231331 Fax: 0522-2231310 E-mail: insombudsman@rediffmail.com	Uttar Pradesh and Uttaranchal
MUMBAI	Insurance Ombudsman Office of the Insurance Ombudsman Jeevan Seva Annexe, 3rd Floor, S.V.Road, Santacruz (W), MUMBAI - 400 054 Tel: 022-26106928 Fax: 022-26106052 E-mail: ombudsmanmumbai@gmail.com	Maharashtra, Goa

The list of Insurance Ombudsmen offices is posted on the website: http://www.irdaindia.org/ombudsmen/ombudsmenlist_new.html

