

Service Charges under Life Time Warranty (From 11th Dec 2011 onwards)

CS / 11-12 / P 19 / 8th Dec 2011

Type of Service	Visit Charges Included	Product							Charges Applicable for both Existing as well as New Customers		
		Satellite Box	Satellite HD-Zapper	Satellite HD-DVR	Satellite DVD	Satellite Soundbar	Satellite TV	Satellite LCD	Within 6 Months of Activation	From 7th to 12th Month of Activation	From 13th to 60th Month of Activation
Visit charges for ODU Related (Reflector re-alignment, Skew, re-Connectorization, etc.) complaints	Inclusive	Rs. 50							No	Yes	
Visit Charges for Product (other than ODU) related Complaints	Inclusive	50			150		250	No	Yes		
Swapping of Product - Swap Box / DTH PCB	Inclusive	100			150		250	No	Yes		
Any Part Replaced in Product other than Remote (In case of Satellite Box / Satellite DVD)	Inclusive	Rs. 100			NA			No	Yes		
Any Part Replaced in Product other than DTH MPEG PCB (In case of Satellite TV/ Satellite LCD)	Not Inclusive	NA			Visiting Charges Rs.150 + Spare Price as per TV Spare Price List,		Visiting Charges Rs.250 + Spare Price as per LCD TV Spare Price List,	No	Yes		
Remote Replacement for All Products	Inclusive	Rs. 130							No	Yes	
Replacement of Power Supply Adaptor	Inclusive	Rs. 225			NA			No	Yes		
Replacement of Universal LNBF	Inclusive	Rs. 175							No	Yes	
Changing ODU Accessories (any Part)	Inclusive	Rs. 100							Yes		
Swapping of Complete ODU assembly	Inclusive	Rs. 300							Yes		
Cable Charges	Not Inclusive	Rs. 12/- per Meter + Visit Charges (Rs.50)							Yes		

Note :-

- For availing Life time warranty the Customer Account should be in Active State.
- The Life Time Warranty is not applicable on Remote / Power Supply Adaptor / ODU / LNBF / Cable / AV Cable / HDMI Cable Damage or Failure .
- For each replaced part the defective part has to be returned back by Customer / CS Agency to Company.
- In case of Satellite TV / LCD the charges for replacement of any part other than DTH PCB / Remote will be additional to visit Charge as per the Spare Price List.
- Any Physical Damage / Theft / Cable Cut / Damage due to Environment Effect at any point of time will be treated as Out of Warranty & will be charged to Customer Account as per the charges mentioned above.
- Cash should not be taken by any CS Agency / Engineer from Customer. However they can Sale Recharge Voucher to Customer and Recharge the Customer Account accordingly.
- The above mentioned Service charges under Life Time Warranty are at Sole descretion of BBCL and the same can be ammended at any point of time by BBCL, without any prior information.