

Out of Warranty Charges (From 9th Jan 2018 onwards)

Type of Service	Service Warranty	Part / Swap Warranty	Service Charges			Spare Part Charges		
			STB SD & HD / DVD / HD DVR / 4K	Satellite TV / LCD	DDB LED	STB/DVD/HD -Zapper / HD DVR	Satellite TV / LCD	DDB LED
				All Size	All Size		All size	All Size
Service Charges: ODU Related (Reflector re-alignment, Skew, re-Connectorization, etc.) complaints	1 Month	-	Rs.200/-			As per Spare Price list		
Service Charges for Product (other than ODU & Swap) related Complaints	1 Month	-	Rs.200/-	Rs.300/-	As per Videocon Price list	NA	NA	NA
Swapping of SD STB & SD DTH PCB / HD STB / HD DVR	1 Month	3 Months # Applicable only for SWAP	Rs.200/-		As per Videocon Price list	SD STB / SD DTH PCB / HD STB : Rs.200/- HD DVR: Rs.700/-		Charges as per Videocon Price List, SWAP Warranty 1 Month
Transport of Product from Customer House to Service Center and Back	-	-	NA	Rs.400/-		NA		
Remote Control (Home delivery)	-	-	NA			Normal IR Remote (STB/DVD/TV/LCD/DVR): Rs.200/- RF Remote (Only for RF Model STB): Rs.250/- 4K Box Remote: Rs.325/- Note: Remote EXCLUDING Batteries		Sold By Videocon TV Division as per Price List
Replacement of Smart Card	1 Month	1 Month	Rs.200/-			Rs 325/-		
Replacement of Power Supply Adaptor	1 Month	1 Month	Rs.200/-	NA		Rs.200/-	NA	
Replacement of Single Universal LNBF	1 Month	-	Rs.200/-			Rs.175/- : No Warranty on LNBF sold in Out of Warranty Period		
Replacement of Dual Universal LNBF	1 Month	-	Rs.200/-			Rs.350/- : No Warranty on LNBF sold in Out of Warranty Period		
Replacement of Quad Universal LNBF	1 Month	-	Rs.200/-			Rs.550/- : No Warranty on LNBF sold in Out of Warranty Period		
Swapping of complete ODU assembly (Excluding LNBF)	1 Month	-	Rs.200/-			Rs.375/-		
Changing ODU Accessories (Black Back Part)	1 Month	-	Rs.200/-			Rs.50/-		
Changing Only Reflector (60CM) Without Accessories	1 Month	-	Rs.200/-			Rs.250/-		
Cable Charges	1 Month	-	Rs.200/-			Rs.12/- per meter		
CD Deck Mechanism/Loader Assembly	1 Month	-	Rs.200/-			Rs.450/-	NA	
Any Part Replaced in Product other than DTH MPEG PCB (In case of Satellite TV / CRTMAN TV / Satellite LCD / DDB LED / DDB LCD)	1 Month	1 Month	Rs.200/-	Rs.300/-		As per Spare Price list		

Note :-

- In case of Satellite TV / CRTMAN TV / LCD / STARMAN LCD / DVD / Sound Bar / DDB LCD / DDB LED the Product Warranty will be considered from the Date of Purchase (Not from Date of Activation). Original Invoice to be referred for any Warranty claim.
- In case of Satellite TV / CRTMAN TV / LCD / STARMAN LCD / DVD / Sound Bar / DDB LCD / DDB LED the ODU Alignment Warranty will be considered from the Date of Activation.
- There is No Warranty for Mishandling / Damage cases.
- Any Physical Damage / Theft / Cable Cut / Damage due to Environment Effect at any point of time irrespective of the Date of Activation will be treated as Out of Warranty & will be charged to Customer as per the charges mentioned above.
- Price for Out of Warranty Spare Parts which are not covered above, are chargeable as per Spare Part Price List.
- Service / Swap / Part Warranty is applicable from date of Job completion.
- Warranty of all the Spares including LCD / LED Panels & Picture Tube is 1 month from Date of Spare replacement. This is Excluding Remote & LNBF which has no warranty on chargeable replacement.
- In case of SD to HD Upgrade New HD Product will have **Fresh Warranty of 12 Months excluding Alignment / Remote / LNB from Date of Upgrade.**
- All the defective part should be returned back by Customer / CS Agency to Company with completely filled Defective Tag.
- The above mentioned Service charges are at Sole descretion of Videocon d2h Limited and the same can be ammended at any point of time by Videocon d2h Limited, without any prior information.