PROSPECTUS

EXTENDED WARRANTY INSURANCE

What is covered?

This product covers the failure of part/parts of the below mentioned Insured Asset due to mechanical, electronic or electrical breakdown, resulting in an inability or incapacity of the Insured Asset to perform under normal operating conditions, as per the manufacturer's specifications. **This extended warranty must have been purchased at the same time as the insured item or if specifically accepted by Us before the expiry of manufacturing warranty except in case of refurbished goods** Gradual decline in output or performance due to age or usage of the Insured Asset shall not be construed as covered under this Policy.

The Policy Period is inclusive of the manufacturer's warranty period. However, the effective coverage under this product commences only after the expiry of the manufacturer's warranty period of such Insured Asset, as mentioned in the original asset warranty booklet.

Repair costs for any costs covered under manufacturer's warranty shall not be covered. For eg. a 4-year policy with "Cover for Accidental Damage" add on, the policy will provide 4 years of accidental damage cover and 3 years of breakdown cover, in the case the product has a 1-year warranty from the manufacturer.

The Insured Asset includes:

ICICI LOMBARD GENERAL INSURANCE COMPANY LIMITED
UIN: IRDAN115RP0001V02201213

Gadgets
Mobiles
Tablets
Laptops
Smart Watches
Camera/Digital Camera
Desktop
Printers and Scanners

Small Kitchen Appliance
Mixer Grinder/Food Processors
Water Heater/Geyser
Water Purifier
Chopper and Blender
Kettle
Chimney
Coffee Makers
Water Dispenser
Electric Cookers
Dough Maker
Toaster

Other Electronic Home Appliances
Fan
Iron
Dryer
Air Purifier
Room Heater
Dehumidifier
Inverters
Sewing Machines
Voltage Stabilizers
Vacuum Cleaner

Large Appliances
Television
Refrigerator
Washing Machine
Air Conditioner
Microwave Ovens/OTG
Dishwashers

Induction
Waffle Iron

Entertainment Appliances
Bluetooth Speakers(Wired and wireless)
Home Theatre
Gaming Consoles
Sound Bars
Headphones
Audio and Video Systems

Any Other Electronic Gadget
Fitness Equipment
Security Devices like CCTV, Electronic Locks
Electric Cycles/e-bikes
Electronic Toys Electronic Equipment

You may also avail the following additional covers/Extensions under the Policy on payment of additional premium:

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Extension 1- Cover for lost/ stolen:

We will pay you the Market Value of your Insured Asset in case it gets lost or stolen[1]. Market Value for this purpose would be defined as the new replacement value of a similar item less depreciation if any applicable. Provided that in respect of under mentioned items, the market value will be arrived at on the basis given below:

Cost of Replacement of the Insured Asset as new at the time of damage less due allowance for betterment, wear and tear and / or depreciation (if any) or the value which can be realized from the market for such damaged Insured Asset, whichever is lower.

Extension 2- Cover for Accidental Damage[2]

We will pay you for the direct, physical loss or damage to the Insured Asset on account of an Accident. Any loss arising due to any external cause such as fire, flood, lightning, water damage, hail, earthquake etc shall be payable under the policy

Salient Features:

1. **Sum Insured**: denotes the maximum amount of cover available as specifically stated in the Policy Schedule which represents Our liability for any or all claims made during the Policy Period. The Sum Insured shall not exceed the purchase price of the Insured Asset after adjustment of applicable depreciation and deductible if specifically stated in the Policy Schedule.

2. **Eligibility:** Entry Age – This Policy can be offered to an individual whose age is minimum 18 years and are capable of entering into a contract under the Indian Contracts Act, 1872.

[1] Assets lost in transit to you from a Manufacturer will not be covered

[2] The cover doesn't include loss due to corrosion, rust, denting, scratching, blockages, animal/ insect damage or due to foreign bodies.

3. **Premium:** The premium charged under the Policy depends upon the Sum Insured chosen, extension/Clause opted and Policy Period.

4. **Geographical Scope** : India unless mutually agreed by us

5. **Cancellation :** The insured can cancel the policy at any time during the term, by informing the company.

   The company can cancel the policy only on the grounds of established fraud, by giving minimum notice of 7 days to the policyholder.

   The company shall –

   i) refund proportion premium for unexpired policy period, if the term of the policy is upto one year and there is no claim(s) made during the policy period.

   ii) refund premium for the unexpired policy period, in respect of policy with the term more than one year and the risk coverage for such policy years has not commenced.

6. **Renewal of Policy**: At the end of the Cover Period, We may not renew the policy if in Our opinion the Insured Asset has reached the end of its useful life

What is not covered?

Permanent exclusions under the policy

We will not be liable for-

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1. Any Deductible amount, if applicable and specifically mentioned in the Schedule
2. Any costs recoverable under manufacturer's warranty shall not be covered.
3. We will not pay for breakdown caused by not following manufacturer's instructions

4. Breakdown due to willful act, abuse, negligence
5. The cost of general maintenance, adjustments, resetting of controls, tuning, cleaning and the like
6. Any loss arising out of normal wear and tear of the Insured Asset or its parts.
7. Any modification to the Insured Asset or use which is not in accordance with the manufacturer's instructions or use of any accessory which has not been approved by the manufacturer
8. Defects in external wiring, electrical connection or plumbing that are not an integral part of the Insured Asset
9. All consumer replaceable items such as batteries (including rechargeable batteries) tapes, ribbons, bulbs (including projection television and LCD projector bulbs) data storage media, filters, ink and toner cartridges, drums, fuses, blades, replaceable fluids and any other parts or materials which are designed to be consumed during the life of the Insured Asset.
10. Any failure or damage ever covered under a product recall
11. Any loss arising due to any external cause such as physical/accidental damage, fire, flood, lightning, theft, mysterious disappearance, malicious mischief, vandalism, explosion, water damage, hail, earthquake, corrosion, rust, denting, scratching, blockages, animal / insect damage or due to Foreign bodies.
12. Lost and stolen unless specifically opted as an extension and mentioned in the Schedule
13. Cosmetic items not affecting the use of the Insured Asset including but not limited to cabinetry and cabinet frames, decorative finishing, door liners, glass including projection television exterior screens, handles, hinges, knobs, masks, racks, rollers and shelves, unless specifically accepted by Us.
14. Any cost for the replacement or reinstatement of any data, software, information or music stored, on the Insured Asset
15. Any legal liability, consequential loss, loss of use or damage/injury to third party
16. Satellite system repairs caused by weather damage to satellite antennae, failure of the television set or realignment of satellite antennae
17. Faults attributable to previous faulty repair by unauthorized repairers
18. The equipment whose warranty schedule, invoice, receipt or serial plate has been modified, defaced or ruined.
19. Any loss or damage caused to the Insured Asset whilst in transit or otherwise that has been entrusted for any service, repair or replacement to any entity other than those authorized by the manufacturer
20. Any visiting charges paid to the personnel of authorized service centre in case the repair claim is not admissible by the Company
21. Where the Insured Asset is subject to commercial, or rental or used except in cases of domestic/residential rental property. This can be however extended if mutually agreed as mentioned in the policy schedule.
22. We shall not make any payment for the cost of any enhancements, alterations, additions and/or improvements

Specific Exclusions under Extension 1- "Cover for lost/ stolen"

1. Loss during transit for delivery of Insured Asset**.**
2. Any loss or damage caused to the Insured Asset whilst in transit or otherwise that has been entrusted for any service, repair or replacement to any entity other than those authorized by the manufacturer.
3. Voluntary parting with the Insured Asset by you or anyone entrusted with the Insured Asset whether or not induced to do so by any fraudulent scheme, trick, device or false pretense.

Specific Exclusions under Extension 2- "Cover for Accidental damage"

1. Damage or failure caused before or during delivery of Insured Asset.
2. Ionizing radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel
3. Radioactive substances, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof
4. War, invasion, act of foreign enemy hostilities or war like operations

In the event of a loss or damage, the basis of loss or damage settlement will be as follows:

1. Where an Insured Asset can be repaired or reinstated at a cost less than the replacement cost,
   We will indemnify You in respect of the expenses necessarily incurred to restore the Insured Asset to its state immediately prior to the happening of the Covered Insured event. No depreciation will be deducted unless it is opted by You and stated in the policy schedule.

2. In the case of a total loss/Constructive Total Loss [CTL] We shall indemnify You in respect of the restoration or replacement costs or provide you with refurbished or replaced asset equivalent to the specifications of Insured Asset; subject to maximum of the balance Sum Insured set against the Insured Asset, subject to depreciation as opted by You.

3. Claims subsequent to the payment of partial loss claim(s) shall be considered as a Constructive Total Loss [CTL] if the cost of repairs exceeds the reduced Sum Insured after payment of the partial loss claim.

4. We may at its option and sole discretion, as per the policy terms and conditions repair, reinstate, refurbish or replace the Insured Asset damaged or destroyed, or any part thereof

through any repairer/dealer or the manufacturer of respective Insured Asset instead of paying the amount of loss or damage

5. We shall be entitled to retain any defective part replaced under the Policy.

6. We will also reimburse You for the cost of transportation of the Insured Asset from Your place (as mentioned in the Schedule) to the place of repair provided such a transportation is deemed necessary by Us or authorized service centers

7. In case of Total Loss case, We may replace the Insured Asset as per the current specifications or equivalent specifications.

8. In case of lost/stolen cases, You need to file an FIR with police and provide a duly certified copy of the same to Us.

9. In the event of Constructive Total Loss, Salvage should be valued at the realisable value of the insured asset at the time of claim.

**Salvage - the amount that is assessed which the damaged asset will fetch in the open market. This amount is deducted from the claim amount*

How do I claim my insurance?

Your duties on happening of claim:

1. Notify Us immediately on occurrence of a claim and in any case within 7 days giving full description of loss/damage and the cause.

2. Submit the completed and signed claim form, provide all the relevant documents as mentioned below in support of Your claim not later than 30 days from the date of intimation subject to circumstances of the individual case (Any hardship faced by the customer to submit the documents on time)

Claim Documents:

a) Claim form duly filled and signed
b) Vouchers or purchase bill, as applicable
c) Proof of ownership wherever applicable
d) Copy of First Information Received(FIR)/ Daily Dairy Report(DDR) (for lost/ stolen cases)
e) Repairs Bills and Job card from Authorised Service centre
f) Photographs of the Damaged asset along with the Serial Number/IMEI Number/ unique reference no.
g) Any other document as may be reasonably required by Us or Our representative to
investigate the claim or Our obligation to make payment for it.

3. Extend all assistance and cooperation to the surveyor appointed by Us for the purpose of survey and assessment of the loss/or Our inspecting representative.

4. Wherever details pertaining to happening of claim are conveyed by You to Us after reasonable period, You shall provide the reasons of such delay to Us and We may on analysis of reasons provided by You, may condone the delay in intimation of claim or delay in providing the required information/documents to Us.

5. Cashless Option deem necessary at the discretion of Insurance company; Breakdown asset will be repaired through our authorised service centres.

6. If cashless option is not available/feasible, you may opt for Reimbursement Option. You are required to get the Insured Asset repaired through Authorized Service Centres.

7. Mode of Settlement will be cashless or reimbursement as mutually agreed between You and Us.

Our Rights on happening of a claim

We may-

1. Take possession of the Insured Asset
2. Keep possession of the Insured Asset and examine, sort, arrange, remove or otherwise deal with the same
3. Appoint a surveyor to determine admissibility and extent of loss and 4. Sell the Insured Asset or dispose off the same in case of Total Loss

Note: The foregoing is only an indication of the cover offered. For complete details on coverage, terms, conditions and exclusions, please read the policy document carefully before concluding sale.

Grievance

For resolution of any query or grievance, Insured may contact the respective branch office of the Company or may call toll free no.1800-2666 or may approach us at the sub section "Grievance Redressal" on our website www.icicilombard.com (Customer Support section). However, if the resolution provided by us is not satisfactory you may approach Insurance Regulatory and Development Authority of India (IRDAI) through the Bima Bharosa Portal - https://bimabharosa.irdai.gov.in/ or IRDAI Grievance Call Centre(IGCC) at their toll free no. 1800 4254 732 / 155255.
You may also approach Insurance Ombudsman, subject to vested jurisdiction, for the redressal of grievance. Details of Insurance Ombudsman offices are available at IRDAI website: www.irdai.gov.in, or on the Company's website at www.icicilombard.com

STATUTORY WARNING PROHIBITION OF REBATES

(Under Section 41 of Insurance Act, 1938)

(Amendment Act 2015)

1. No person shall allow or offer to allow, either directly or indirectly, as an inducement to any person to take out or renew or continue an insurance in respect of any kind of risk relating to lives or property in India, any rebate of the whole or part of the commission payable or any rebate of the premium shown on the policy, nor shall any person taking out or renewing or continuing a policy

accept any rebate, except such rebate as may be allowed in accordance with the published prospectuses or tables of the insurer:

Provided that acceptance by an insurance agent of commission in connection with a policy of any class of insurance business taken out by himself in relation to risks associated with his own life, health or property shall not be deemed to be acceptance of a rebate of premium within the meaning of this sub-section if at the time of such acceptance the insurance agent satisfies the prescribed conditions establishing that he is a bona fide insurance agent employed by the insurer.

2. Any person making default in complying with the provisions of this section shall be liable for a penalty which may extend to ten lakh rupees.

Mailing Address ICICI Lombard General Insurance Company Limited,

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Toll Free Number: **1800 2666**. • CIN No. **L67200MH2000PLC129408**

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