

Out of Warranty Charges wef 09/01/2018

Type of Service	Service Warranty	Part / Swap Warranty	Service Charges		Spare Part Charges	
			STB SD & HD / DVD / HD DVR / 4K	DDB LED (Applicable, If d2h Product is installed) else divert at helpline <0120> 4500-600	STB/DVD/HD -Zapper / HD DVR	DDB LED (Applicable, If d2h Product is installed) else divert at helpline <0120> 4500-600
				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/-		NA	NA
Swapping of SD STB & SD DTH PCB / HD STB / HD DVR/DDB/LED	1 Month	3 Months # Applicable only for SWAP	Rs.200/-		SD STB / SD DTH PCB / HD STB/HD DVR/DDB LED : Rs.250/- Note-If customer is using HD DVR and same is faulty and need to be replaced, CS Team has a provision to replace the existing HD DVR Model with only RF HD Box	
Remote Control (Home delivery)	-	-	NA		Normal IR Remote (STB/DVD/DVR):-Rs.200/- RF Remote (Only for RF Model STB): Rs.275/-	Divert at helpline <0120> 4500-600
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	

Note :-

- In case of Satellite 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 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.
- 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 discretion of Dish TV India Limited and the same can be revised at any point of time by Dish TV India Limited, without any prior information.