

Digit Extended Warranty Policy
Prospectus – (UIN: IRDAN158RP0014V01202223)

Go Digit General Insurance Ltd.

Go Digit General Insurance Ltd. ('Digit') is a new-age general insurance company that is backed by the Fairfax Group – one of the world's largest financial holding companies which is engaged in General Insurance, Reinsurance and Investment management across more than 30 countries.

Digit's singular mission is to make insurance simple for all. With that mission in mind, we are reimagining products and redesigning processes. Our products are designed keeping the consumer in mind, our processes are simple, fast and transparent & our documents are easy to understand. With the help of cutting-edge technology and people who bring in years of experience in both the insurance and technology domain, we want to be the new-age insurance company that's revolutionising the insurance industry. And by doing so, we want to be part of our consumers' lives by enabling them to live life, without worrying about an uncertain future.

Who Can buy this Product?

This policy has been designed to cater to the requirements of owners of various electronic, electrical appliances, kitchen appliances, furniture and fixtures, portable equipment's like camera, laptop, mobile etc., who wish to avail of an Insurance Protection for loss or damage caused by Manufacturing Defects after the expiry of the Manufacturer's Warranty Period. It can also be purchased by Manufacturers who wish to offer Extended Warranty cover for their customers.

What is covered under this policy?

The Company will indemnify the Insured against the repair or replacement costs in respect of the Insured Asset caused by a Breakdown arising out of manufacturing defect and / or due to poor workmanship of the service personnel of the authorized workshops during the Policy Period, provided that the liability of the Company in respect of any one Insured Asset in any one Policy Period will not individually or in the aggregate exceed the Sum Insured set against such item in the Policy Schedule/ Certificate of Insurance or the Market Value (whichever is less), subject to the terms, conditions, warranties and exclusions contained herein or endorsed or otherwise expressed.

What are the exclusions under this Policy?

The Company is not liable for and no indemnity will be provided in respect of any loss arising out of, caused by, occasioned by, attributable to or howsoever connected to:

1. Any claim falling beyond the expiry date as shown in the schedule.
2. Deductible:
 For Partial Loss Claims: As applicable and mentioned in the Schedule.
 For Total Loss Claims: No deductible is applicable.
3. Loss or damage arising out of the Insured Asset not being used in accordance with manufacturer's instructions.
4. Loss or damage for which the manufacturer of the Insured Asset is responsible under a guarantee and/or warranty.
5. Loss or damage arising out of improper use of the Insured Asset
6. Loss or damage arising out of modification or alteration of any nature made in the electrical circuitry and/or physical construction of the Insured Asset.
7. Where repair work is carried out by persons/agency that are not authorized by the Company
8. Superficial and Inconsequential aspects such as noises, vibrations, oil seepage and sensations that do not lead to dismal performance of the Insured Asset.
9. Loss or damage to accessories used in connection with the Insured Asset that were not supplied at the time of purchase of the Insured Asset by the Insured.
10. Replacement of any consumable item of the Insured Asset, including but not limited to batteries, bulbs, plugs, cables, ribbons, belts, tapes, fuses, filters, toner or software.
11. Defects or faults that were not covered under the manufacturer's warranty.
12. Loss or damage due to or consequent upon wear and tear and/or gradual deterioration of the Insured Asset.
13. Loss or damage arising out of improper or abnormal electrical/gas/water supply or signal connection to the Insured Asset.
14. The cost of transporting the Insured Asset to and/or from the place of repair.

15. Loss or damage caused by or arising out of the wilful acts or wilful gross negligence or fraudulent acts of the Insured and/or Insured's family and/or Insured's employees.
16. Insured's consequential losses of any kind and/or legal liability of any kind.
17. Failure of parts which are subject to recall by manufacturer of the Insured Asset.
18. The cost of repairing, restoring or reconfiguring computer software.
19. Any cost incurred with periodic maintenance of the Insured Asset, including parts replaced in course of such maintenance operations.
20. Loss or damage due to corrosion, rust, denting, scratching, blockages or dust.
21. Where the original serial number is removed, obliterated or altered from Insured Asset.
22. Loss or damage arising out of improper storage or transportation of the Insured Asset.
23. The cost of installing the insured asset or any optional attachment to the Insured Asset.
24. Loss or damage due to use of non-genuine parts and/or non-genuine oils.
25. Where there is a change of ownership of the Insured Asset.
26. Mechanical and/or electrical breakdown caused by overloading, strain, overrunning, freezing, excessive pressure, short-circuiting, heating of the Insured Asset.
27. Service/ maintenance calls which do not involve malfunction or defects in workmanship or material.
28. Damages caused by services performed by service personnel of the non-authorized workshops.
29. Where the Insured Asset is subject to commercial, rental or profit generation purposes except in cases of domestic/ residential property. This exclusion can be waived off, if specifically agreed by us.
30. Loss or damage arising out of any external cause, including but not limited to fire, theft, explosion, water damage, acts of God, riots/strike/malicious damage, - act of terrorism, corrosion, rust, denting, scratching, animal/insect damage, entry of foreign bodies etc.
31. Accidental damage both internal and external
32. Any circumstance, fact or matter of which the Insured was or ought reasonably to have been aware prior to the commencement of the Policy Period.
33. Ionising, radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste or from the combustion of nuclear fuel.
34. The radioactive toxic explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof.
35. War, invasion, acts of foreign enemies, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power or confiscation or nationalisation or requisition of or damage to property by or under the order of any government or public local authority.
36. Any loss or damage that arises when the Policy is not in force due to any reason whatsoever.
37. Exclusion Specific to Furniture:
 - a. Damage to Mattresses, Wicker and rattan furniture, Nubuck, suede or exotic leathers, Split -grain leather hides used in seat cushions, back cushions, or arm areas
 - b. Furniture showing signs of infestation, including but not limited to insects, rodents, termites and cockroaches.

What is the Policy tenure under this policy?

This policy shall be for a period of 1 year, 2 years, 3 years, 4 years and 5 years. The policy can also be of short term of less than 1 year.

What will the Sum Insured Basis and options under the product?

Sum Insured Basis and options:

- i. **For Items covered before expiry of manufacturing warranty:** Each Insured Asset must equal the original purchase price of the Insured Asset.
- ii. **For Items covered after expiry of manufacturing warranty:** Each Insured Asset must equal the invoice value/ selling price/ valuation report provided by the Insured. This value must represent the present-day replacement value of the asset on the day the Insured Asset is being proposed to be covered under the Policy.

In the event of a total loss/CTL settlement of claim or exhaustion of Sum Insured of the Insured Asset due to payment of partial loss claims, the cover shall cease immediately for that said particular Insured Asset and the Insured shall not be entitled to any refund of premium.

What are the renewal conditions under this Policy?

The Company shall neither be bound to issue any renewal notice nor to accept renewal premium thereunder. Unless renewed as herein provided, this Policy shall terminate at the expiration of the period for which the premium has been paid.

What are the cancellation terms under this Policy?

Cancellation by Insured

- a. You can cancel this Policy at any time by giving Us notice in writing. The Policy will terminate when We receive Your notice.
- b. If You cancel the Policy, We will refund premium as follows:
 - i) **For Annual Policy:** 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) **For Long Term Policies:** 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.

Cancellation By The Company

Policy may be cancelled by the Company on the grounds of established fraud, by giving minimum notice of 7 (seven) days to the insured.

No refund of premium shall be due if the Insured has made a Claim under this Policy.

What discounts are available under this policy?

1. Long Term Discount
2. Voluntary Deductible Discount

How do I get the premium amount for this Insurance Cover?

Based on filled proposal form and information furnished, we will provide you with the premium amount.

How do I make a claim under the Policy and what are the documents required?

In the event of a loss, the basis of loss settlement shall be as follows:

1. Where an Insured Asset can reasonably be repaired or reinstated at a cost less than the replacement cost, the Company will indemnify the Insured in respect of the expenses necessarily incurred to restore the Insured Asset to its state immediately prior to the happening of the insured event. No depreciation shall be deducted.
2. In the case of a total loss/Constructive Total Loss [CTL] the Company shall indemnify the Insured in respect of the restoration or replacement costs subject to maximum of the balance Sum Insured set against the Insured Asset, subject to a depreciation of following:
 - a. 10% per annum for Insured Asset other than mobile phones, laptop and tablets.
 - b. 15% per annum for mobile phones, laptop and tablets.

The above-mentioned depreciation can be altered if specifically agreed by the Company and mentioned on the Policy Schedule/ Certificate of Insurance.
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. The Company may at its option and sole discretion 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. The Company shall be entitled to retain any defective part replaced under the Policy.
6. **Notification of Claim:** The Insured shall immediately and in any event within 14 days give written notice of the same to the Company or any of its representatives and appointees, at the address shown in the Schedule for this purpose, and in case of notification of an event likely to give rise to a claim.
7. The Insured shall not abandon the Insured Asset, nor take any steps to rectify/remedy the damage before the same has been approved by the Company or any of its representatives and appointees, and

8. The Insured shall within 28 days deliver to the Company 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 of Indemnification sought from the Company.
9. The amount payable in case of total as well as a partial loss shall be in excess of the applicable Deductible.
10. In case the claim is not settled within the specified timelines, then the claimant is entitled for interest as per the rate specified in prevailing regulatory provisions.

11. Documents to be submitted:

- a) Duly filled claim form
 - b) Photograph
 - c) Identity Proof
 - d) Address Proof
 - e) Invoice copy of Equipment
 - f) Bill for repair and replacement of equipment
 - g) Any other document as required on case-to-case basis
12. For any claim related query, intimation of claim and submission of claim related documents, insured person may contact the company through:
- i. Website: www.godigit.com
 - ii. Toll Free: 1800 258 4242
 - iii. E-mail: Hello@godigit.com
 - iv. Courier: Go Digit Health Claims Team, Corporate office: Atlantis, 95, 4th B Cross Road, Koramangala Industrial Layout, 5th Block, Bengaluru, Karnataka 560095

In case survey report is required, the surveyor shall submit the survey report to Us within fifteen days of allocation. We shall decide on the claim within seven days of receipt of the survey report or after expiry of fifteen days from allocation of the claim to the surveyor whichever is earlier.

*Note: Waiver of conditions (6) and (8) may be considered by the Company at its absolute discretion, in extreme cases of hardship where it is proved to the satisfaction of the Company that under the circumstances in which the Insured was placed, it was not possible for the Insured or any other person claiming on his/her behalf to give notice or file claim within the prescribed time limit. The decision of the Company shall be final and binding on the Insured.

CUSTOMER GRIEVANCE REDRESSAL POLICY

The Company is committed to extend the best possible services to its customers. However, if you are not satisfied with our services and wish to lodge a complaint, please feel free to call our 24X7 Toll free number 1800-258-5956 or you may email to the customer service desk at hello@godigit.com. After investigating the matter internally and subsequent closure, we will send our response.

If Insured person is not satisfied with the redressal of grievance through one of the above methods, insured person may contact the grievance officer at grievance@godigit.com

For updated details of grievance officer, kindly refer the link: → [Click Here](#)

If you do not get a satisfactory response from us and you wish to pursue other avenues for redressal of grievances, you may approach Insurance Ombudsman appointed by IRDAI under the Insurance Ombudsman Scheme.

Grievance may also be lodged at IRDAI Integrated Grievance Management System- <https://irdai.gov.in/igms1>

(Note: Address and contact number of Council for Insurance Ombudsman).

This Prospectus

This prospectus gives information only. This is not an insurance contract. Each insurance cover is subject to terms and conditions, which You can read in the **Digit Extended Warranty Policy** document. You must read the policy document to know the insurance cover fully. You can get a copy of the **Digit Extended Warranty Policy** from Our branch or from Our website www.godigit.com. For any legal interpretation, policy document will hold.