

## 1. **GENERAL**

### 1.1 **Terms apply**

These terms and conditions ("Terms") apply to diagnostics, repair and part replacement, and other out-of-warranty services provided by ("Services", "Servicing" or similar term) by CTDI.

### 1.2 **Service Options**

Customers have the below options for availing out of warranty repair services from CTDI:

- a) Pickup, Repair & Drop Off: Request for pickup of the defective device from the customer's door step and deliver the unit to the customer after repair.
- b) Walk-in Triage and Repair: Walk in to the nearest service center and hand over the device to be triaged to determine if repair is needed. If determined a repair is needed, the device will be sent for repair. After repair, the unit can be collected from the same service center or sent to your home directly. The list of service centers is available at <https://amazonoow.ctdiindia.com/>

### 1.3 **CTDI fees**

For customers who have opted for the Pickup, Repair & Drop option, CTDI will arrange pickup of the defective device from the customer and deliver the repaired / un-repaired unit back to the customer.

CTDI charges customers the following fees for diagnosis and repair of Amazon device:

- 1.3.1. Repair Charges: After the device has been triaged and it is determined a repair is needed, the customer can either opt for repair or choose to have their original device sent back. CTDI will notify the customer of the repair and the cost to repair. CTDI will only attempt the repairs upon receipt of repair charges from the customer. In the event, upon repair attempt, the device is found to be irreparable or is beyond economic repair, the repair fee so collected would be refunded to the customer to the customer's bank account. The amount of the repair charges is INR 700 + GST.
- 1.3.2 Part cost (as per quotation on a case to case basis): In the event a spare part is needed for repair of the device, CTDI would provide a quotation to the customer for the spare parts cost, which is payable by the customer before CTDI performs the repair. CTDI will not entertain any requests for refund of repair charges or spares parts cost once the repair is confirmed by the customer.

For limited period, Triage/Diagnostic Fees and Shipping charges will be waived off for devices that get repaired. Post the offer ends, these charges will be applicable and have to be paid in advance by customer at the time of booking the service.

- 1.3.3 Triage (Diagnosis) Cost : CTDI charges Customer, a diagnostic fee, which represents work and services incurred to review, test, evaluate and diagnose alleged or actual Product defects, and to issue a quote of estimated fees to be incurred for Services and parts needed to rectify Product defects. The amount of the diagnostic fee is INR 250 + GST. The Triage cost is chargeable and payable by the Customer whether or not Customer ultimately instructs CTDI to Service the relevant Product.
- 1.3.4 Transport & Insurance Cost (from customer home/service center to repair center and back): As per the below courier rate matrix + GST. Insurance cost would be 2% of the device value.

Sl.No	Region	State	Delivery Location	2-way Courier cost (INR). GST Extra as applicable
1	South	Andhra Pradesh	Mumbai	374.40
2	North	Arunachal Pradesh	Mumbai	374.40
3	NorthEast	Assam	Mumbai	624.00
4	East	Bihar	Mumbai	457.60
5	NorthEast	Chattisgarh	Mumbai	624.00
6	North	Delhi	Mumbai	374.40
7	West	Goa	Mumbai	208.00
8	West	Gujarat	Mumbai	208.00
9	North	Haryana	Mumbai	374.40
10	North	Jammu Kashmir	Mumbai	374.40
11	East	Jharkhand	Mumbai	457.60
12	South	Karnataka	Mumbai	374.40
13	South	Kerala	Mumbai	374.40
14	West	Madhya Pradesh	Mumbai	208.00
15	West	Maharashtra	Mumbai	208.00
16	NorthEast	Manipur	Mumbai	624.00
17	NorthEast	Meghalaya	Mumbai	624.00
18	NorthEast	Mizoram	Mumbai	624.00
19	NorthEast	Nagaland	Mumbai	624.00
20	NorthEast	Orissa	Mumbai	624.00
21	North	Punjab	Mumbai	374.40
22	North	Rajasthan	Mumbai	374.40
23	NorthEast	Sikkim	Mumbai	624.00
24	South	Tamilnadu	Mumbai	374.40
25	South	Telangana	Mumbai	374.40
26	NorthEast	Tripura	Mumbai	624.00
27	North	Uttar Pradesh	Mumbai	374.40
28	North	Uttaranchal	Mumbai	374.40
29	East	West Bengal	Mumbai	457.60

#### 1.4 Buy Back:

In the event, upon repair attempt, the customer does not want to pay to have the device repaired, the customer has the option to sell the device to CTDI as per the below rate matrix. Non-repairable devices that cannot be repaired and are of no value can be given to CTDI to be recycled at no cost. The buy back program is only available for 7<sup>th</sup> generation devices and above. If you do not know the generation of your device, CTDI can inform you of this upon triage of the device.

Device	Gen	Repairable	Non-Repairable
All New Kindle	7	1000	0
All New Kindle Paperwhite - WiFi	7	2000	0
All New Kindle Paperwhite - WiFi + 3G	7	2000	0
Kindle Voyage - WiFi	7	3000	0
Kindle Voyage - WiFi + 3G	7	3000	0
All New Kindle	8	1000	0
Kindle Oasis - WiFi	8	3000	0
Kindle Oasis - WiFi + 3G	8	3000	0

All New Kindle Oasis - WiFi	9	3000	0
All New Kindle Oasis - WiFi + 3G	9	3000	0

- Customer device will be inspected/evaluated by power on/booting test and performance test.
- Declaration has to be signed by customer confirming the:
  - a) Ownership of the device
  - b) Device inspection/evaluation done by CTDI
  - c) Expressing willingness to sell/transfer the device to CTDI
- Once the customer accepts the valuation, CTDI will pay the agreed amount to the customer to the bank account provided by the customer.
- Once the valuation is done and amount is paid, the customer has to surrender the device at the service center after signing an asset transfer letter,
- Once the transaction is completed and amount paid to the customer, the same cannot be reversed.
- CTDI reserves the right to accept or reject any device for exchange/valuation. Decision of CTDI Executives at the service center will be final and binding in regard to the valuation.

### 1.5 Sale of Refurbished devices:

In the event the customer decides not to have their device repaired and opts to participate in the buy back program, CTDI will also offer customers an option to purchase refurbished Kindle devices, subject to availability of refurbished devices at CTDI. These devices will only have a 30 day warranty. This program will also be available to customers whose device is triaged and found non-functional and cannot be repaired.

## 2. Customer Communication

CTDI offers the below options for communication with customers about the status of their device:

- a) Contact our customer helpdesk on 1800-120-6080
- b) Write to us on [amazonoow@ctdi.com](mailto:amazonoow@ctdi.com)
- c) Visit <https://amazonoow.ctdiindia.com> to view status updates of the work order

## 3. RESERVATIONS AND REQUIREMENTS

### 3.1 Right to decline to repair

Irrespective whether Customer has accepted CTDI's quote for Services or not, CTDI may decline to repair or provide other Services on Products if the manufacturer's serial number has been tampered or improperly used. CTDI will have no further obligation or liability under the relevant Contract.

### 3.2 Services limited to Amazon Products

Services will be conducted only on device hardware and/or remote control accessories supplied by Amazon along with the device, and will not be provided on any external software provided with the Products.

### 3.3 Customer to remove other attachments

Before handing over any Product to CTDI for Services, Customer must remove all features, parts, options, and attachments, which are not manufactured by Amazon or is not related to Amazon, or is covered under Amazon warranty. If in doubt, Customer can contact CTDI for more detailed information on which components or features of a Product should be removed prior to dispatch to CTDI.

### 3.4 Customer to back-up

Before handing over any Product to CTDI for Services, Customer must make a back-up copy of all contents on the Product's hard drive. CTDI will not be responsible for any damage to or loss of any programs, data, or other information stored on any media or any part of any Product.

## 4. NO IMPROVEMENTS OR MODIFICATIONS ADDITIONAL TO THOSE QUOTED

CTDI is not authorized to make any improvements or modifications to Products that would affect form or function.

## **5. SPARE PARTS**

Parts and components used to repair or provide other Services on Products, will be Amazon Authorized parts and, in accordance with Amazon policy, may be new or refurbished. All defective parts and components of Products serviced by CTDI, becomes property of CTDI.

## **6. WARRANTY**

CTDI warrants that Services will be properly performed and the repaired Product will function properly and in accordance with applicable Amazon specifications, for 3 months after repair. This warranty will apply only for problem for which the device was last rectified and not for a different problem. Also such warranty does not apply to

- a) Normal wear and tear,
- b) Accessories such as batteries or chargeable batteries,
- c) Any damages, misuse, incorrect installation or third party repairs on the device and act of god
- d) Damage or loss of any software programs, data, or removable storage media

## **7. CLAIMS**

### **7.1 Notification of claims**

Any claims regarding improper repair, repair quality, reduced Product functionality, invoices or otherwise related to the Services must be notified to CTDI (at the address and contact details stated overleaf) in writing. Claims must be notified within 7 days of the date of return after servicing by CTDI. Any claims raised beyond 7 days would be treated as additional issue and additional out of warranty repairs would be carried out on the device.

### **7.2 No other liability**

CTDI will not be liable for any or consequential damages, including loss of profit, opportunity, revenue, or downtime.

## **8. SERVICE FEES**

### **8.1 CTDI's fees**

Unless otherwise specified by CTDI in writing, CTDI's current Service fees, including parts and components prices, will be applied to services, including parts repair or replacement and Customer shall be liable to pay such fees. Fees and prices are subject to change by CTDI at any time without prior notice and such fees and prices shall apply in respect of Services rendered and spare parts allocated after such change. If CTDI amends fees and prices while a Contract is in effect, CTDI will notify relevant Customer whether by telephone, e- mail or otherwise.

### **8.2 GST and other charges**

Customer will pay any applicable GST, sales, value added, excise, or applicable tax in relation to the Products, in addition to the quoted fee or price.

### **8.3 Other costs**

All costs to the customer according to the quotation provided by CTDI will be valid for 7 days from the date of quotation. If the customer has not accepted the quotation and has not paid to CTDI on or before 7 days, a new quotation will be provided to the customer.

## **9. PAYMENT**

Unless otherwise agreed in writing, all payments from Customer to CTDI must be made in advance before commencement of the services by CTDI.

## **10. UNCLAIMED / ABANDONED PRODUCTS**

CTDI reserves the right to treat Products as abandoned, if retained by CTDI more than 45 days after:

- a) The due date for payment for Services, or
- b) Customer has cancelled the Contract; or has failed to authorize CTDI to proceed with Services, and has not paid transport or incidental charges or repair charges or parts cost for return of the Products to Customer. Abandoned

Products will be sold or used and/or proceeds applied at CTDI's sole discretion and customer will not have any claim on the said product.

#### **11. SERVICE PERIOD**

Periods within which CTDI will complete Services will depend on the service level required. The typical turn-around-time (TAT) would be 8 hours for soft (non-part) calls and 3 business days (excluding Saturdays, Sundays & Holidays) for repairs from the date of receipt of the device at the repair center, subject to parts availability. However CTDI accepts no liability for non-completion of Services within any usual or customary Services periods, or Service periods stipulated, estimated or suggested by CTDI staff, or other delay in the return of Products to Customer. The return of Products after such time periods, or late return of Products, will not be a basis for cancellation of any Contract or fees reduction.

#### **12. TRANSPORT**

CTDI may use third party courier companies to collect and transport Products to and from Customers' premises or relevant service centers. In the event that damage or loss of Products occurs during transport, CTDI's responsibility shall be to repair or replace the Product with a factory reconditioned similar Product of the same or higher specification.

#### **13. PACKING**

In case the customer opts for the Pickup, Repair & Drop service, the customer should ensure that the device is packed properly before the device is picked by the courier. Please refer to packing guidelines at <https://amazonoow.ctdiindia.com/Packing.pdf>. In case the courier finds the packing condition to be in-appropriate, the pickup request will be suspended and a second attempt to pickup the device will be made. If, upon second pickup attempt by the courier agent, the packing condition is not satisfactory, the pickup request would be cancelled.. However, CTDI can send the packaging to the customer, if the customer agrees to pay CTDI for the packaging charges on a case to case basis.

#### **14. NOTICES**

Any notices or other communications required or permitted under these Terms will be in writing and sent by personal delivery, prepaid post, by facsimile or by email. Notices and communications are considered received:

- a) If sent by courier or other personal delivery mode, on the date of personal delivery to the addressee's place of business or residence, last notified by the addressee; or
- b) If sent by post, 5 days after the date of registered posting (by airmail, delivery receipt requested) to the addressee's place of business last notified by that addressee;

#### **15. DATA PRIVACY**

CTDI understands the importance of protecting the privacy of its customers and views the information that it maintains as one of its most valuable assets. CTDI has a moral, legal, and regulatory obligation to ensure that this information is protected appropriately. CTDI will perform all reasonably expected efforts to maintain the confidentiality, integrity, and availability of information by promoting a practice of 'Privacy and Security by Design'. Any information provided by customer shall be processed and used as per the [CTDI privacy policy](#).