

Terms & Conditions – Jumbo Monsoon Delights

1. The Offer is being provided by One Assist Consumer solutions Pvt LTD and shall be valid from 13th August 2016 to 12th September 2016 (Both days included) (“**Offer Period**”) on purchase of select Samsung Smartphones being Samsung Galaxy S6 and S6 Edge, Samsung Galaxy A5 2016, A7 2016 and Samsung Galaxy Note 5(hereinafter called as “**Product**”).
2. The offer shall be applicable only if the Product is being purchased from any Jumbo Electronics Outlet (“**Outlet**”) Pan India. Purchase from any other Outlet or e-commerce website shall not be eligible for this Offer.
3. To avail the offer, the customer will have to purchase a Product from the Outlet. On purchase of the Product he/she will get a chance to win a Device care against physical and liquid damage or a Better luck next time (“**Prize**”).
4. In case a customer wins the Device Care Protection through the scratch card he/she shall be eligible for a Free OneAssist Smart Protection Plan - which includes the following features: One call to Block you SIM card, Accidental and liquid Damage protection, Free pickup and drop, Cashless repair service, Docusafe service of upto 1 GB for a period of 1 year from the day of activation. The Device care offer is being provided by OneAssist at its sole discretion subject to its terms and conditions.
5. To avail the Device Care Offer the Customer shall be required to install the OneAssist App and register their details on the said App within 15 days of purchase of the Product i.e. within 15 days from the Product invoice date and the date of invoice should be within the Offer Period, failing which the customer shall not be eligible for the Offer.
6. By downloading and registering for membership of OneAssist protection plan, it shall be deemed that the Customer has accepted all the terms and conditions of the OneAssist mobile protection plan, concurrently with the Terms & Conditions available on the link –

<https://www.oneassist.in/Samsung-tc/samsungT&C.pdf>

7. Customer shall have to register the following details on the App – (i) Name; (ii) Contact details; (iii) Invoice date; (iv) Invoice value; (iv) Date of birth; & (v) Valid email-id. The customer shall give these details at his own discretion and grants consent for usage of his information for the purpose of this Offer.
8. The activation of OneAssist Mobile Protection Plan may be rejected, due to any of the following reasons:
 - a. The purchase and activation date of the handset was not during the offer period.
 - b. The App is downloaded on a Product which is not provided in Clause 1
 - c. The Registration is not completed within the stipulated time i.e. 15 days from the date of invoice.
 - d. There appears to be any prima facie fraud or misuse done by the customer to avail the offer.
 - e. The Product is purchased from any Outlet other than Specified Retail store or from online portals.
 - f. OneAssist reserves the right to deny the Offer to any customer at its discretion without giving any reasons thereof.

9. Once the customer registers his details on the OneAssist Application, lucky draw shall be conducted and the customer will be informed through SMS/call within 7 days from the date of his registration on the Application.
10. This Offer is provided by OneAssist Consumer solutions Pvt Ltd at their sole discretion and any claims, responsibilities, liabilities etc on the offer lies solely and exclusively against OneAssist only.
11. Customer can reach out to the OneAssist 24X7 customer care support on 1800 123 3330 (Toll Free)
12. Under no circumstances shall Samsung and/or its affiliates and/or their directors, officers, agents or employees be held responsible for any part of the OneAssist or any other offer.
13. This Offer is provided by Jumbo Electronics at their sole discretion and any claims, responsibilities, liabilities etc on the offer lies solely and exclusively with Jumbo Electronics only.
14. Samsung disclaims any and all claims in respect of the same.
15. Under no circumstances shall Samsung and/or its affiliates and/or their directors, officers, agents or employees be held responsible for any part of the offer.
16. No other offer can be clubbed with this offer. Offer is subject to change without prior notice.
17. Disputes if any shall be subject to the jurisdiction of courts situated at Delhi.

Installation process for OneAssist Mobile Protection Plan

The process to be followed for activation of OneAssist Mobile Protection product is as follows:

- a. Customer is informed by the dealer/ISP/Retailer regarding the offer and link of OneAssist App. Link: <https://oneassist.in/Samsung.apk/>
- b. Customer to install OneAssist App on the new handset based on the following the instructions shared:
 - i. Step1 - Download OneAssist app from <https://oneassist.in/Samsung.apk/>
 - ii. Step2 - Install the app on your phone and provide with details asked in App for registration. Please do so within 15 days of your invoice date.

CLAIM SETTLEMENT PROCESS- Damaged Handset

- a. In case of accidental and liquid damage to the handset, Customer is required to call OneAssist call center on toll free no. 18001233330 within 48 hours of discovering the damage OR Customer can login to www.oneassist.in for filing claims
- b. Customer is required to submit scanned copy of claim form duly filled up and signed by the customer along with 4 images of the broken/ damaged device with clear image showing the handset IMEI details within 48 hours of registering the claim
- c. OneAssist will verify the documents received from the customer over portal and if the same are in order will trigger request to its Service Partner for collecting the handset from the Customer, otherwise, OneAssist will inform customer about deficiencies in the documentation which will have to be rectified by the customer
- d. Service Partner will fix an appointment with the customer for collecting the damaged handset, original claim documents including discharge voucher (refer list above) and the

- amount of deductible as applicable within 48 hours of submitting scanned images to OneAssist. It is important to note that only on receipt of all complete original documents including amount payable by the Customer, claim process will be taken forward
- e. Service Partner will submit the handset at the service center for repairs; get an estimate for repairs along with the tentative timelines for repairs with 48 hours of submitting handset to the service center
 - f. On receipt of approval from the Insurance Company, OneAssist will communicate the amount of approval to the customer:
 - i. If the amount of approval is lower than the estimate amount, OneAssist will take an approval from the customer on a recorded line. If the customer accepts to pay the differential amount (i.e. Estimate amount less Claim approval amount) then OneAssist will instruct its Service Partner to collect the amount from the customer along with any pending documents. On confirmation of receipt of money to the Service Partner's account, OneAssist will instruct the repair center to repair the damaged handset of the customer
 - ii. If the customer does not agree to pay the differential amount, then OneAssist will hand over the handset to the customer without repairing the same.
 - g. If the repair estimate is more than Rs. 20,000/-, then Insurance Company will arrange for a Surveyor visit. OneAssist will co-ordinate with the Insurance Company and the Customer for such visit. Basis the Surveyor report, OneAssist will co-ordinate with the Insurance Company for the approval of the repair estimate and inform the customer on the status of the repair claim
 - h. On confirmation of repair of the handset by the service center, OneAssist will instruct its Service Partner to collect the same from the repair center and deliver it to the customer with an acknowledgement from the customer

URL of Filing Claim- www.oneassist.in

Documents required for Filing a claim

The following documents/details will be required for processing a claim

1. Claim form
2. Images of damaged handset with clear image of IMEI no.
3. Payment for deductibles / excess
4. Payment of differential between estimate amount and claim approval amount
5. ID proof of Mobile purchaser