

Terms and Conditions:-Kettles

1. WARRANTY TO END CONSUMER

- 1.1. There will be no home service facility for Kettles for the purpose of replacement.
- 1.2. Consumers need to bring products at the nearest Bajaj Customer Care Dealer (BCCD) any service needs.
- 1.3. Warranty to customers will be against manufacturing defects and will cover only domestic usage of products. Defects generated due to customer misuse or mishandling of the products are not covered in warranty.
- 1.4. Plastic, rubber or Bakelite parts are not covered under warranty. One to One replacement will NOT be given against failure of these parts. These Parts will be repaired by service technician on chargeable basis at the BCCD.
- 1.5. Warranty will be available to customer on production of GST Cash Memo/Invoice or stamped warranty card bearing date of sale as proof of date of purchase. Non-GST bill by retailer will not be considered as proof. In absence of GST Cash Memo/Invoice or stamped warranty card, warranty will be available from date of manufacturing as stamped on product.

2. REPAIRS/REPLACEMENT PROCESS

- 2.1. Consumers need to bring products at the nearest BCCD for any service needs.
- 2.2. BCCD technician will check the product. If the failure is due to the following defects and from following kettle models, the technician will tag it. For any other defect, Kettle will only be repaired at BCCD end with proper call log

List of Manufacturing Defects

- Heating Element
- Thermostat / Body connector not working.
- On off Switch /Steam switch dead
- Leakage from Lid assembly
- Base connector not working.

Kettles Models where one to one replacement is applicable.

Item Code	Model
670108	KTX 1.2 L DLX
670106	KTX 1.5 L DLX
670107	KTX 1.8 L DLX
670113	KTS 0.8
670112	KTS 1.0 Multicook
670110	KTP 1.7 Gold
670109	KTP 1.7 Silver
670114	KTP 1.8

- 2.3. The replacement flow process is as follows:

1. After tagging, the BCCD will order the product and send the tagged Kettle to warehouse
2. On receiving the ordered product BCCD will communicate it to the customer and the customer will have to collect it from BCCD.

2.5 This process will be applicable for Institute sale channel only.

3. ELIGIBILITY FOR REPLACEMENT

3.1. This will be applicable to products serviced from 1st Jan 2024.

For Detailed T&C refer: <https://shop.bajaelectricals.com/terms-and-conditions>

For service / complaint / query please write to us at: consumercare@bajaelectricals.com or Consumer Care Cell, Bajaj Electricals Ltd., 27th Floor, One Unity Center, Senapati Bapat Marg, Prabhadevi, 400013

CONSUMER CARE No.: 022-41280000

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