

Terms & Conditions

1. This Annual Maintenance Contract (hereinafter referred to as the “Contract”) is made available solely by the Authorised Dish Care Centers/Service Franchise (hereinafter referred to as the DCC/SF) of Dish TV India Limited (DishTV) to the Subscribers of DishTV residing within the municipal limits of the city /town of the respective DCCs / SFs. However Subscribers residing outside of municipal limits of the city / town may also opt for this contract, but in this case Service will be undertaken only at Service Centre or Subscriber will have to bring the set at his own expense to the service centre of the DCC/SF and such other conditions as may be stipulated from time to time. In case of Visit needed "to & fro" charges of visiting technician needs to be borne by Subscriber.
2. In case the contract is to be entered into after expiry of warranty period, the contract will be accepted subject to checking of the equipment by DCC's/SF's representative & verifying that it is in working condition to the satisfaction of DCC/SF. In case set is found defective and any repair needs to be done, then it will be repaired first and then taken into account and cost (repair charges & parts) for the same shall be borne by the Subscriber. However it shall be the sole prerogative of the DCC/SF whether to offer the AMC to any subscriber or not in such cases.
3. The Subscriber acknowledges and understands that this Contract is entered exclusively between him/her and the DCC/SF and Dish TV is in no way related to this Contract. The Contract is between the DCC/SF & the Subscriber only. In case of any grievance of the subscriber, only the DCC/SF shall be liable for the same and shall resolve the same. DishTV is acting only as a facilitator for the services to be undertaken under this Contract and in no way any liability can be accrued to DishTV.
4. All payments are to be made to the DCC/SF in advance at the time of signing of this contract.
5. The contract shall be valid for such period as mentioned in this contract form.
6. Acceptance / renewal of the contract after expiry of this contract shall be at discretion of the DCC/SF.
7. The Subscriber shall register the complaints with the DCC/SF. The complaints may also be lodged at the DishTV Call Centre. The Subscriber acknowledges and understands that lodging of the complaints at the DishTV Call Center does not mean that DishTV is a party to this Contract in any manner whatsoever. The Subscriber therefore covenants that he/she shall not held DishTV liable in case his grievances are not properly redressed by the DCC/SF.
8. Any changes of the address must be notified by the Subscriber to DCC/SF in writing within 30 days in advance failing which the DCC/SF shall not be liable for providing

any service to the Subscribers and shall not therefore be held for any deficiency and in that case the Contract may be terminated immediately.

9. The DCC/SF shall be under no obligation to provide repair/ service under this Contract in case of improper use of the unit or unauthorised alterations, modifications or substitutions of any part thereof and/ or if Sr. No. of the unit is altered, defaced or removed or if any damage has been caused to the unit due to abnormal voltage fluctuation, rat bite, nuisance caused by any animal including monkeys, pets etc., neglect, Acts of God like flood, lightening, earthquake etc. or causes other than ordinary use.
10. All defective components covered within clause no. 16 and not falling within clause no. 8 shall be replaced / Swapped with compatible working parts & defective parts shall be Dish Care Center's property.
11. The DCC/SF shall not be held responsible for any loss arising out of any breakdown of equipment and in any delay in repairing the same.
12. In case Subscriber wants to terminate the Contract before the completion of the Contract period there shall not be any refund of the charges for the unexpired period.
13. This contract is not transferable.
14. The Annual Maintenance Contract amount is not refundable.
15. The equipment brought to the service centre will remain there at Subscribers risk and the DCC/SF will not be responsible for any damages caused due to the factors beyond its control. The to and fro charges for the movement of the equipment shall be borne by the Subscriber.
16. Damage to the product or any parts due to transportation / shifting is not covered under this contract.
17. Coverage & Exclusions :

Coverage: Set Top Box, Viewing Card, Cable, Connector and Alignment related visits.
Exclusions: Remote Control, LNB & Any physical damage to Set Top Box, Viewing Card, Cable & Connector.
18. The DCC/SF will repair / replace any defective parts and rectify any problems resulting from workmanship free of charge. The DCC/SF reserves the right to use reconditioned parts with performance parameters equal to those of new parts in connection with any services performed under Dish TV limited warranty. Defective parts needs to be submitted to the DCC/SF & becomes the property of the DCC/SF.
19. Subject to Delhi Jurisdiction, if Dish TV India Ltd. is defendant in the case.