

## Complete Claim Procedure for Laptop Claims Servicing – Damage and Theft Insurance

Dear Customers/ Insured, Greetings!

There are 3 Options available for Repairs under the Policy in case of Damage to your Laptop;  
Please select any one of them as per your convenience and confirm us so that we can help  
and assist you accordingly.

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| <b>OPTIONS AVAILABLE</b> | <ul style="list-style-type: none"><li>1) <input type="checkbox"/> Free Door Step Pick and Drop &amp; Cashless Facility</li><li>2) <input type="checkbox"/> Self Repair (Onsite, Offsite ) &amp; Cashless Facility</li><li>3) <input type="checkbox"/> Self Repair (Onsite, Offsite ) &amp; Reimbursement from Insurance Co'</li></ul>   |
| <b>OPTION 1</b>          | <p><b>FOR FREE DOOR STEP PICK AND DROP ( PAN INDIA) AND CASH LESS FACILITY</b></p> <p>1) <b>FREE DOOR STEP PICK AND DROP ( PAN INDIA) AND CASH LESS FACILITY –</b></p> <p><b>Under this facility your damage laptop will be picked up from the registered address ( or any other address which you may request on producing the copy of purchase Invoice Bill and Valid ID Proof ) and your laptop will be repaired at an Authorised Service centre of the brand and delivered back to you within stipulated time of ( 7-10 days ) based on the availability of the spare parts at the service centre.</b></p> <p>Your responsibilities (i.e. customer's / Insured responsibilities) –</p> <ul style="list-style-type: none"><li>a) Inform W and I A Services – Either by Phone Call or Email at <a href="mailto:info@wiaservices.com">info@wiaservices.com</a> on Damage or Theft ( as soon as possible and not later than 48 hrs)</li><li>b) W and I A Services will guide you over the phone or email you the entire procedure - For verification you need to Attach the Damage Picture of the Laptop along with the Serial Number of the laptop (that is insured). Also attach – Insurance Certificate (signed by the customer/ insured), Completely filled Claim form (signed by the customer/ insured), Purchase Invoice, Description Letter ( How the laptop was damaged).</li><li>c) Pick up will be scheduled the same day or as per your convenience from your Registered Address.</li><li>d) Pack the Damage laptop in the same packing as it was received at the time of purchase or any similar package so that no further damage happens to your laptop.</li><li>e) On repair the laptop will be return to you on the same registered address along with the copy of repair bill and jobsheet ( so that you are sure of the genuine repair undertaken and you can also avail the future bands remaining warranty from their authorised service centre )</li><li>f) You will be required to borne a nominal amount of the repair ( as per the policy depreciation, excess and salvage charges that will not be paid by the insurance co' ) , the respective amount will be informed and the same will be collected online from you.</li><li>g) Feedback call will be made after 7 days – to record your satisfaction</li></ul> |

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| <p><b>OPTION 2</b></p> | <p><b>FOR SELF REPAIR ( ONSITE, OFFSITE) &amp; CASHLESS FACILITY</b></p> <ol style="list-style-type: none"> <li>1) <b>For Cashless Facility</b> – the Authorised service centre should prepare the repair bill in the name of the insurance co’ – <b><u>ORIENTAL INSURANCE CO’ LTD with their GST No - 27AAACT0627R4ZW</u></b></li> <li>2) <b>Jointly Sign the Joint Discharge Voucher</b> - (The Discharge Voucher should be signed by both the repairer and the insured ( i.e. customer )</li> <li>3) <b>You may either get the laptop repair by calling the authorized repairer home or you may visit the nearest service centre of the brand.</b></li> <li>4) You will be required to pay/ borne a nominal amount of the repair ( as per the policy depreciation, excess and salvage charges that will not be paid by the insurance co’ ) , the respective amount will be informed and the same will be collected online from you.</li> </ol> <p><b>To get claims authorization and approval from the insurance co’- What is to be sent over the email</b></p> <ol style="list-style-type: none"> <li>a) Picture of Damage Laptop with Serial no, Jobsheet from the Service centre, Description Letter how did the damage happened with date time and place mentioned ( with signature of the Insured), Claim Form ( Completely filled and with signature of the Insured) , Purchase Invoice Bill and Insurance Certificate (signed by the customer/ insured)</li> <li>b) On receiving the above email the insurance co’ will check and provide the authorization and their approval for the claim after all verification from their side, and will also approve the claim amount that should be paid by the insurance co’ towards full and final settlement of the captioned claim. Any amount over and above will have to be paid or borne by the Insured for the particular repair.</li> <li>c) You will receive the Approval in 24 hrs over the email , along with a JOINT DISCHARGE VOUCHER from the insurance co’ to be signed by yourself and the service centre - based on receipt of this document in Original the insurance co’ will pay to the repairer the claim amount as per the policy terms.</li> <li>d) The repair bill should be in the name of the insurance co’ – <b><u>ORIENTAL INSURANCE CO’ LTD with their GST No - 27AAACT0627R4ZW</u></b><br/>PLEASE NOTE - ANY AMOUNT THAT HAS TO BE PAID OVER AND ABOVE TO THE SANCTIONED AMOUNT HAS TO BE PAID / BORNE BY THE INSURED HIMSELF/ HERSELF</li> </ol> |
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**OPTION 3**

**FOR SELF REPAIR ( ONSITE, OFFSITE) & REIMBURSEMENT  
FROM THE INSURANCE CO'**

GET THE DAMAGED PRODUCT REPAIRED AT OWN COST (I.E. PAY THE REPAIRER ENTIRE AMOUNT ) AND GET REIMBURSEMENT OF THE REPAIR BILL - AS PER THE POLICY TERMS FROM THE INSURANCE CO' BY SENDING THE CLAIM DOCUMENTS TO THE BELOW ADDRESS -

**Documents Required for Claim**

You are hereby requested to send us the following documents within 1 months from the date of claim intimation for claims reimbursement after getting the handset / LAPTOP/ Tab repaired from any of the authorized repair center of the brand –

In case of repairable claims –

1) Original Repair bill (with PAID Stamp and Seal by the repairer OR proof of payment) - parts name, labour charge and IMEI no / Serial Number or Jobsheet SO number should be mentioned; The Repair bill should be computer generated.

2) Copy of Service Job-sheet – IMEI no/ Serial Number should be mentioned- Physical Damage should also be mentioned, The Jobsheet should be computer generated ( manual jobsheet is not acceptable).

Please note service jobsheet and Repair Bill are 2 different documents and both should be submitted to the insurance company.

3) Copy of Insurance certificate ( Signed by the Insured ) AND Purchase Invoice (Both Documents Stamp, sealed and signed by the Dealer)

4) Original claim form ( signed by the Insured )

5) Letter of description of the Complete Incident with date and time self written by the Insured – signed by the insured

Description Letter -

For authorizing and admitting the captioned claim under Accidental Damage policy - Please write the entire description ( step –by – step of the occurrence) - with date/ time/ place and the entire incident how the product was damaged. Where was the phone kept during accident.

6) Self Attested - Cancelled chq photocopy of the insured – where in insured name is printed or sent passbook copy also for reference to fund transfer by

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|                            | <p>the Insurance co'</p> <p>7) Self Attested - Photo ID card</p> <p>Any other documents if may be required by the insurance co'.</p> <p>Claim documents mailing address – Kindly Post or Courier or Inform us if you want us to Pick up your claim documents from your registered address.</p> <p style="text-align: center;"><b>W AND IA SERVICES</b><br/> <b>342 IIIRD FLOOR VARDHMAN DEECEE PLAZA</b><br/> <b>SECTOR - 11, PLOT NO - 7</b><br/> <b>DWARKA NEW DELHI – 110075</b></p> <p>Pls. Note : the claim is only admitted if policy already registered with the insurance co' by your vendor. Claim settlement will subject to completion of documentation and as per the policy terms and only if the claim falls under the preview/ scope of the cover opted.</p>  |
| <p><b>THEFT CLAIMS</b></p> | <p style="text-align: center;"><b><u>Documents Required for Theft Claim</u></b></p> <p>Please note: As per the policy terms <b><u>misplaced, missing, mysterious disappearance and lost phones are not covered</u></b> only theft, stolen, burglary, snatching, pick pocket are covered.</p> <p>You are requested to follow the below process in case of THEFT CLAIM –</p> <p>Please inform the police authority within 48 hrs of the theft.</p> <p>1) Theft report issued by police preferable FIR ( Under IPC section 379/380/382) in ORIGINAL OR Theft CSR - that mentions Theft/ Stolen/ Snatching/ Pickpocket/ Burglary in the report;</p> <p>2) The Insurance co' will also need the Un-trace report from the police in ORIGINAL - usually provided to customer by the police after 7 -21 days time after searching for the phone with air-time operators. Enclosed is the Format of Such report – Please get the same signed &amp; stamped by the concern Police Station. ( Kindly contact us for the Format of Un-trace Report )</p> |

- 3) The Letter of subrogation cum Indemnity Bond ( 100/- Stamp paper Notary) in ORIGINAL - enclosed
- 4) Original Theft Insurance Certificate. (Stamp, sealed and signed by the Dealer and Also signed by the Customer/ Insured)
- 5) Letter of Description of the entire incident - Description of the entire incident with date / time/ place addressed to the Insurance co' – signed by the insured
- 6) Original Claim Form (enclosed)
- 7) Original of the Purchase Invoice. (Stamp, sealed and signed by the Dealer)
- 8) Translation of any vernacular documents into English/ Hindi and Notarize from Notary Public/ Police Station
- 9) Self Attested Copy of cancelled chq of the insured – where in insured name is printed or sent passbook copy also for fund transfer by the Insurance co'
- 10) Self Attested - Photo ID card

Any other documents if may be required by the insurance co'.

**Claim documents mailing address – Kindly Post or Courier or Inform us if you want us to Pick up your claim documents from your registered address.**

**W AND IA SERVICES  
342 IIIRD FLOOR VARDHMAN DEECE PLAZA  
SECTOR - 11, PLOT NO - 7  
DWARKA NEW DELHI - 110075**

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