



Golden Onam Offer Terms & Conditions

1. This offer to participate in the program ("Program") is valid following the purchase of Refrigerators, Split Air Conditioners, Washing Machines, Microwave Ovens, Chest Freezers and Air Coolers ("Qualifying Products") of Godrej & Boyce Manufacturing Company Limited through its Appliances division ("Company") by any consumer who purchases any one or more Qualifying Product from authorized outlets located in the State of Kerala ("Eligible Consumer") and who thereafter elects to participate in such Program in accordance with the terms of paragraph 5 below ("Participating Consumer")
2. This Program is valid only in the State of Kerala. Eligible Consumer must be a citizen of India, residing in India. Residents of other countries and residents who are not Indian citizens are not eligible to participate.
3. This Program is valid on any Qualifying Products purchased by Eligible Consumer between 10/08/2025 and the earlier of 10/09/2025 or the entire stock of such Qualifying Products are sold (herein after referred as "Program Period").
4. If the Eligible Consumer has bought a Qualifying Product before 10/08/2025, then the Eligible Consumer will not be eligible for participation in the Program until the start of Program Period. All participation prior to the Program Period and after the end date of the Program Period will be considered as ineligible and will be summarily rejected.
5. Upon an Eligible Consumer purchasing any Qualifying Product:
 - a. such Eligible Consumer can scan the QR code to land on the promo microsite godrejonamoffer.woohoo.in
 - b. upon scanning the QR code, the Participating Consumer will need to register with below details in the following order:
 - Enter Name
 - Enter Surname
 - Enter Mobile no
 - Enter Address
 - Select State (Drop Down),
 - Select City (Drop-down),
 - Enter Pincode
 - Select Product purchased (Drop-down)
 - Enter Product Code
 - Enter Cabinet Serial Number on the product
 - Enter Invoice number
 - Enter Date of Purchase
 - Upload invoice 1 - Mandatory
 - Upload invoice 2 - Optional
 - Click on Submit

- Upon submitting the above details, OTP will be sent to the Participating Consumer. Participating Consumer will then enter OTP and submit.
- Upon OTP validation, the Participating Consumer will see Spin the Wheel. The Participating Consumer will then:
 - click on Spin
 - the wheel will then stop and will display the winning award.
- The Company/ it's agency will validate serial number and invoice number date and invoice uploaded.
- If all the details are valid, the Participating Consumer will receive winning reward SMS to complete next steps.
- If details submitted by the Participating Consumer are not valid, same will be rejected and the Participating Consumer cannot claim the reward.
- Regular call and message rates will apply as per the consumer telecom operator in their respective circle.

6. The Participating Consumer can win any one of below reward during the Program Period:

Slab	Reward Description	Value of Reward	Expected Sell out (Participating Consumers)
1	Warranty*		31400
2	Warranty* + 500 Cash Reward	500	4000
3	Warranty* + 1,000 Cash Reward	1000	1120
4	Warranty* + 1,500 Cash reward	1500	960
5	Warranty* + 5000 Cash Reward	5000	480
6	Warranty* + 1g Gold Coin	9000	32
7	Warranty* + Bumper Prize (10g Gold)	90,000	8
	Total Sell out expected		38000

*Additional/ Extended Warranty details as per following-

Refrigerators-

Sub Cat	Actual Warranty + Additional = Comprehensive Warranty
Direct Cool (Except 5 Star)	1+1 = 2 Years
Direct Cool 5 Star Only	1+ 2 = 3 Years
Frost Free, Side by Side except Regalis	1+2 = 3 Years

Regalis	1+2 = 3 Years
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Products	Parts Covered	Parts Not Covered
Frost Free & Side by Side	Compressors, evaporator, condenser if external; relay, overload protector, capacitor, PCBs, sensor, thermostat, defrost timer, bi-metal thermostat, fan motor, defrost heater, Capillary, drier and gas charging. In case of gas leak in condenser portion embedded in cabinet, as in some refrigerator models, an external condenser will be added/ fitted whenever possible, to restore the basic working of the refrigerator sealed system.	Outer body, Colour components, Gasket, Plastic, glass, bulb, power cord and rubber parts
Refrigerator Direct Cool	Compressors, evaporator and condenser if external: relay, Capacitor, overload protector, PCBs, sensor, thermostat, Capillary, drier and gas charging.	

Warranty does not include:

- Any customization made by the customer, including changes in size, accessories used for the appliance are not covered in the warranty
- Damages/defects arising from transport, rough handling, misuse or repair by unauthorized person, damage by rodents and insects or by accidents, heat, fire, floods or act of god will not be covered under extended warranty scheme.
- Any problem arising from voltage fluctuation beyond the range mentioned in the user manual/ product specification and/or use of improper power supply, electrical socket connection or installation will not be covered under extended warranty scheme.
- Failure of condenser and evaporator coil due to deterioration, due to site/ climatic condition will not be covered under extended warranty scheme.
- This extended warranty scheme is limited to repairs and replacement of certain spare parts of Products that are referred to in the Products table stated above; and thereby does not cover the replacement of entire product in any circumstances.

Washing Machines-

Sub CAT	Actual Warranty+ Additional= Comprehensive Warranty
Fully Automatic Front Load	4+1= 5 Years

Fully Automatic Top Load	2 / 3 + 2 = 4/5 Years
Semi Automatic Washing Machine (8Kg and above)	2+2 = 4 Years
Semi Automatic Washing Machine (7/7.5Kg)	2+1 = 3 Years

Split Air Conditioners- Actual + Additional= Comprehensive warranty- 1+ 4= 5 Years

Coverage: Labor and all functional parts (compressor, Inverter controller drive, all plastic parts , Indoor PCB, Fan Motors, Heat Exchange coils and Gas Charging)

The extended warranty is applicable if the duration of purchase is from 1 st September 2024 onwards (until withdrawn at the sole discretion of the Company) for individual and retail customers only, subject to fulfillment of ensuing conditions at the time of purchase and installation of air conditioner.

The air conditioner will have extended warranty on functional parts from the date of installation, subject to the following conditions:

- Unit must be purchased through authorized dealer of the Company.
- Unit must preferably be installed by the Company or its authorized service provider.
- For purchases made from 1st August 2025 onwards, customers must register their product within 30 days from the date of invoice to be eligible for the comprehensive warranty.
- For all warranties, invoice will be validated by the technician at the time-of-service intervention. In absence of the same, warranty shall stand null and void.
- During the standard 1st year warranty period, the customer is entitled to 2 preventive maintenance services free of charge.

From second year onwards it is advisable that the customer should get the air conditioner regularly serviced through Company's authorized service provider for proper functioning.

- Installation and preventive service by Company's authorized service provider is mandatory for anti-leak split AC series.
- The special warranty shall not be in any case extended towards any monetary compensation whatsoever or return or replacement of the product.
- In the rare event where part needed for the air conditioner is not available or if the machine can't be repaired, Company may, at its discretion, offer depreciation policy to consumer.
- Company reserves the right, at any time, without prior notice, without liability, and without assigning any reason whatsoever, to add / alter / modify / change or vary any / all the offer terms.

Exclusions:

- The extended warranty offer is not applicable for institutional sale or bulk orders.
- The extended warranty offer is not applicable for institutions or commercial places which are being governed by specific agreements with the Company.

- The extended warranty offer is not applicable for sale done through marketplace.
- The extended warranty offer is not applicable if the installation done outside India. The extended warranty offer is not applicable if the unit is installed at the abnormal condition, with improper electrical wirings, voltage fluctuations, external conditions and improper use.
- Any defects / damages arising by accidents / alterations / misuse / physical abuse / neglect / use of spurious components / fire / flood / earthquake and/or any other act of God / natural calamities or shifted out of India are excluded from the extended warranty.
- Defects / damages resulting from force majeure situations, and defects arising other than manufacturing defects / damages are not covered under extended warranty.

Chest Freezers- Actual + Additional= Comprehensive warranty- 1+ 4= 5 Years

Products	Parts Covered	Parts Not Covered
Chest Freezer	PCB, Thermostat, Drier, Compressor, OLP, Relay, Capacitor, Fan Assembly, Gas charging and Condenser if external.	Evaporator Tank, Cabinet, Plastic, Rubber, sheet metal, power cord and Glass parts

Microwave Ovens- Actual + Additional= Comprehensive warranty- 1+1= 2 Years

Air Coolers- Actual + Additional= Comprehensive warranty- 1+1= 2 Years

Coverage: Functional Components

7. The Program is subject to all applicable central, state, and local laws and regulations.
8. Company / it's agency reserves right to cancel / amend / extend the Program Period without ascribing any reason and without any prior notice.
9. By participating in this Program, the Participating Consumers fully and unconditionally agree to and accept these terms and conditions available on godrejonamoffer.woohoo.in ("Program Website") as well as the decisions of the Company, which are final and binding in all matters related to the Program.
10. Successfully entering the Program and winning a prize is subject to fulfilment of all terms and conditions mentioned herein.
11. Company reserves the right to exclude any person from the Program on grounds of misconduct, causing nuisance or indulging in criminal acts or criminal record.
12. Company reserves the right to terminate, modify or extend the Program, at any time at its absolute discretion, without assigning any reason. All decisions of Company in respect of the Program and the prizes therein will be final and binding.
13. If this Program is interfered with in any way or is not capable of being conducted as reasonably anticipated due to any reason beyond the reasonable control of Company and/or it's agency, including but not limited to technical difficulties, unauthorized intervention or fraud, Company or it's agency reserves the right, in its sole discretion, to

the fullest extent permitted by law (a) to invalidate any Eligible Consumer; or (b) subject to any written directions from a regulatory authority, to modify, suspend, terminate or cancel the Program, as appropriate.

14. If for any reason this Program is not capable of running as planned because of infection by computer virus, bugs, tampering, unauthorized intervention, technical failures or any other causes beyond the reasonable control of Company or its agency, which corrupts or affect the administration, security, fairness, integrity or proper conduct of this Program, Company reserves the right in its sole discretion to cancel, terminate, modify or suspend the Program.

15. By participating in this Program:

- The Participating Consumer expressly confirms and represents that he/she has read the terms & conditions of the Program on how to enter, and details on usage, collection, retention and sharing of personal data.
- The Participating Consumer agrees to be bound by the terms, those relating to the collection, retention, use and sharing of personal data; and
- The Participating Consumer confirms that he/ she has gone through Company's Privacy Policy and that he/she has no objection in collection or processing of their data according to the manner carved out in the privacy policy.
- The Participating Consumer's personal data as collected by Company's associates/partners or affiliates shall be passed to Company. The personal data shall be administered and treated under Company's privacy and data collection guidelines. Such data collected and retained may be used by Company and or its related associates/partners/ affiliates for marketing, internal study, and data analysis purposes.
- Company encourages Participating Consumers to read the privacy notice of the Company before sharing personal data. If the Participating Consumer does not want his / her personal data to be collected by or shared with any party other than the Company, the Participating Consumer can always choose not to participate in such activity.

16. Company and its agency shall not be responsible for (including but not limited to):

- For any SPAM generated messages
- For the Operator Code not being displayed on the user's mobile phones.
- For any SMS message delivery failures.
- Any lost, late, or misdirected computer transmission or network, electronic failures, or any kind of any failure to receive entries owing to transmission failures or due to any technical reason.
- If the Participating Consumer has registered itself to the DND of the telecom provider/ the Participating Consumer has registered with National Do Not Call Registry/ Participating Consumer has specifically requested for not receiving messages for the specific campaign.
- Other conditions beyond its reasonable control.

17. In case of any support needed, please email at godrejonampromo@pinelabs. & Call at 080 6453 4438

18. A Participating Consumer can participate with 1 mobile number maximum 1 time.
19. Entries are required to be submitted only according to the procedure described above. Entry submitted through any other mode/platform shall not be entertained. The decision of Company shall be final, binding, and non-negotiable.
20. If the Serial number and Invoice number and Date submitted does not match with the Company records, reward will be rejected and participation will be cancelled.
21. The reward winning user should claim the reward within 3 days of receiving the SMS. The reward winning user cannot claim the reward later point of time.
22. For Bumper Prize (10g Gold) TDS will be deducted as per Government rules and balance amount will be given to the user as gift voucher.
23. Entries coming outside the Program Period will not be considered.
24. All Entries submitted must comply with the aforesaid described Terms & Conditions given on the Program Website.
25. All disputes related to this Program shall be subject to the laws of India and, the courts in Mumbai, India shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with this Program.

**Godrej & Boyce Manufacturing Company Limited, Appliances
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