

Warranty Overview

Sleep by Saregama Carvaan comes with a 6 months warranty against any manufacturing defect. This includes servicing/repair or replacement of faulty parts.

The warranty does not apply and does not cover the following:

- Liability for loss of data/content loaded in the product due to misuse or tampering.
- Damage caused due to force majeure events; events caused by fire, water, electrical disturbances etc.; events beyond the control of Saregama; acts of negligence or mishandling; usage for commercial, business, industrial, educational or rental purposes

Warranty Type

Repair/ Replacement

In warranty:

A. Device Pickup & Drop: Saregama to arrange pick up for device to a designated service facility by Saregama. Saregama will repair / replace and send it back to the customer. The pick and drop charges will be borne by the customer. Replacement of device / faulty part will be done free of cost during warranty.

B. Repair or Replacement: Once the device is received at our service centre, our technical team will assess the issue and proceed with the necessary repairs/ replacement. If the product is beyond repair or deemed irreparable, it will be replaced with an equivalent or similar model as per the warranty terms.

C. Please ensure to retain the original packaging for serial number identification & invoice, without these two, warranty will be deemed null

Out of Warranty:

A. Device Pickup & Drop: Saregama to arrange pick up for device to a designated service facility by Saregama. Saregama will repair / replace and send it back to the customer. The pick and drop charges will be borne by the customer. Replacement of device / faulty part will be chargeable as per the rates defined by the company.

B. Repair or Replacement: Once the device is received at our service centre, our technical team will assess the issue and proceed with the necessary repairs/ replacement. If the product is beyond repair or deemed irreparable, it will be replaced with an equivalent or similar model as per the warranty terms. The repair / replacement charges will be borne by the customer.

Company contact details

- a. Please call the toll-free no. 1800-102-7799 or WhatsApp on 8657499000 for any repair/ servicing requirements or email us at feedback@saregama.com