

TERMS OF USE

THESE TERMS AND CONDITIONS ("TERMS OF USE") STATE IMPORTANT REQUIREMENTS REGARDING YOUR USE OF Gadgetwood WEBSITE AND Gadgetwood's **Mobile, Smartphone, Tablets or any Gadget REPAIR & SUPPORT SERVICE** AND YOUR RELATIONSHIP WITH Gadgetwood. YOU SHOULD READ THEM CAREFULLY AS THEY CONTAIN IMPORTANT INFORMATION AND INSTRUCTIONS SUCH AS HOW LONG IT LASTS, FEES FOR EARLY TERMINATION, OUR RIGHTS TO CHANGE ITS CONDITIONS, LIMITATIONS OF LIABILITY, PRIVACY, AND SETTLEMENT OF DISPUTES BY ARBITRATION INSTEAD OF IN COURT. IF YOU ACCEPT THIS AGREEMENT, IT WILL APPLY TO ALL YOUR SERVICE PLANS FROM US, INCLUDING ALL YOUR EXISTING PLANS. YOUR ACCEPTANCE OF THESE TERMS & CONDITIONS WILL BE IMPLIED BY THE USE OF THE Gadgetwood SERVICE.

"AGREEMENT"

THESE TERMS AND CONDITIONS, TOGETHER WITH EACH ACCEPTED PLAN ORDER SUBMITTED BY YOU, ANY ADDITIONAL TERMS MENTIONED FOR YOUR PLAN ORDER ACCEPTABLE USER POLICY (AUP) AND THE PRIVACY POLICY, STATE THE ENTIRE AGREEMENT BETWEEN YOU AND Gadgetwood (THE "AGREEMENT"). The Plan Order will form the part of the "Agreement" only if the same has been acknowledged by Gadgetwood in writing or by an e-mail. You must agree to the Terms and Conditions in order to be eligible to use the Gadgetwood Portal (defined below), or obtain Services (defined below).

DEFINITIONS

Certain terms defined in these Terms and Conditions are also used in the ACCEPTABLE USER POLICY (AUP) and the Privacy Policy and are incorporated by reference to these Terms and Conditions.

"Content"

Software, Materials, Services and other related information are collectively referred to as "Content."

"You" or "you"

"You" means you individually, any person, including any employer that you are acting on behalf of.

"Gadgetwood"

Trademark "Gadgetwood" is used by GADGETWOOD ESERVICES PRIVATE LIMITED pursuant to license. All references to Gadgetwood refer to GADGETWOOD ESERVICES PRIVATE LIMITED

"Gadget's"

Mobiles, Smartphones, tablets, laptops or any other electronic equipment entertained for service's is collectively referred to as Gadget.

"Gadgetwood Certified Technician/(s)"

"Gadgetwood Certified Technician means" technicians and specialists certified by Gadgetwood to perform the Services under this Agreement.

"SHARED SERVICES"

"Shared services" refers to the provision of a service by one part or group within GADGETWOOD ESERVICES PRIVATE LIMITED and/or its suppliers, to more than one organizations or groups outside of GADGETWOOD ESERVICES PRIVATE LIMITED.

"Subscription Based Plans"

"Subscription Based Plans" or "Subscription/(s)" are tenured Subscription plans offered by Gadgetwood that are active for a specified period and will not include any incident based plans such as "Per Incident Plan" or the like.

"Services" AND "Gadgetwood Portal"

All references to "Services" refer to any Gadgetwood service plan that you enter into with Gadgetwood through use of the Gadgetwood Website located at www.Gadgetwood.com (the "Gadgetwood Portal") or by calling the Gadgetwood phone number mentioned on the Gadgetwood Website. These Terms of Use govern all plans available through the Gadgetwood Website, and any use of the Gadgetwood Portal. In the event of any conflict these Terms of Use control any valid Plan Order form that you submit requesting Services ("Plan Order").

"Materials"

"Materials" means any web casts, download areas, white papers, press releases, datasheets, FAQs, product information, quick reference guides, or other works of any kind that are made available to download from the Gadgetwood Portal are the proprietary and copyrighted work of Gadgetwood and/or its suppliers. The definition of "Materials" does not include the design or layout of the Gadgetwood.com web site or any other Gadgetwood owned, operated, licensed or controlled website.

"Software"

"Software" means a Gadget program of any kind, whether owned by Gadgetwood or a third party, whether delivered via download, CD, other media, or other delivery method, including client and/or network security software. Elements of the Software are protected under copyright, trade secret, unfair competition, and other laws. Software includes both Gadgetwood Software and third party Software. Your use of Software is subject to the respective agreements such as a license agreement or user agreement that accompanies or is included with the Software, ordering documents, exhibits, and other terms and conditions that apply ("License Terms").

SUBMISSION OF PLAN ORDERS; SERVICE PLANS

You may order Services by submitting Plan Orders through the Gadgetwood Portal or by calling Gadgetwood. Once Gadgetwood accepts the Plan Order submitted by you, then you will receive an written document or an

email from Gadgetwood at the email address that you provide or have provided to Gadgetwood as part of the Registration Process for the

Services. Gadgetwood is not responsible for rendering Services in connection with any Plan Order that it has not accepted. Upon acceptance by Gadgetwood of a Plan Order, you will have a Service Plan.

UNDERTAKING

Subject to the Terms and Conditions, and other terms specific to each Service Plan, Gadgetwood will address your query using commercially reasonable efforts in providing appropriate solutions under the Services. In most cases, Gadgetwood will attempt problem diagnosis and a solution through chat, email or remote and/or a scheduled onsite visit or other means as it deems most appropriate under the circumstances. You understand that if remote access is used on your gadget's there will be no residual software from the remote session; however, there may be a text file placed on your Gadget that will explain the work that was done on your Gadget. If such a text file is placed on your Gadget, you have the option to either save the file for future reference or to delete it from your Gadget. All undertakings under Service Plans are subject to Gadgetwood's Limited Warranty, which is set forth below. For more information, please refer to online documentation or call us at 011-600 12 600. You agree to pay all Services Fee and any other applicable fee/charges as set out in the relevant Plan Order in accordance with the Payment Terms provided below.

PAYMENT

Services against any Plan Order will be available once you have made payment for Services according to the requirements of the corresponding Plan Order. Gadgetwood has no obligation to render Services under any Service Plan if the payments as required under any Plan Order have not been made.

You understand that certain Service Plans may have fee including, but not limited to "Service Fee" and/or "Activation Fee" payable either on an annual basis ("Annual Payment Plan") or on a monthly basis ("Recurring Payment Plan"). Subject to the applicable Term Plan, all payments under the Annual Plan shall be made upfront at time of commencement of the subscription cycle. For payments under the Recurring Payment Plan, apart from the monthly installments of the Service Fee, payable over a one (1) year payment term, You shall be charged an additional non-refundable Activation Fee at the time of registration, as specified in the Plan Order. The fee (including Activation Fee) will not be refunded in case of cancellation of the Service Plan unless otherwise stated in the Plan Order. All fee under this clause or a relevant Plan Order, is payable at the time of commencement of the Service Plan.

When you purchased the Service, you agreed to a specific price and plan, where such plan maybe for a term of one, two or three years ("Term Plan"). All terms of Service Fee and/or any other fee payable under any mode of payment for a Subscription shall be set forth in the applicable Plan Order. Similarly, some plans may offer a discount on the Service if you sign up for other Gadgetwood services ("Bundle Discount"). You agree to maintain your Service and the bundled services for the applicable term. If you signed up for a Term Plan or a Bundle Discount, the price available with those plans is valid until one of the following occurs: (1) the Term Plan expires; (2) you drop one of the Gadgetwood services you were required to purchase to receive the special rate as notified to Gadgetwood; or (3) You terminate the agreement/Service Plan before the expiry of the relevant term.

Credit Card Billing. You may be asked to provide us with a credit card number from a card issuer that we accept in order to activate your Service. You hereby authorize Gadgetwood to charge and/or place a hold on your credit card with respect to any unpaid charges for Services or any related equipment. You authorize the issuer of the credit card to pay any amounts described herein without requiring a signed receipt, and you agree that these charges are to be accepted as authorization to the issuer of the credit card to pay any amounts described herein without requiring a signed receipt, and you agree that these charges are to be accepted as authorization to the issuer of the credit card to pay all such amounts. You authorize Gadgetwood and/or any

other company who bills products or services, or acts as billing agent for Gadgetwood to continue to attempt to

charge and/or place holds with respect to all sums described herein, or any portion thereof, to your credit card until such amounts are paid in full. You agree to provide Gadgetwood with updated credit card information upon Gadgetwood's request and any time the information you previously provided is no longer valid. You acknowledge and agree that neither Gadgetwood nor any Gadgetwood affiliated company will have any liability whatsoever for any non-sufficient funds or other charges incurred by you as a result of such attempts to charge, and/or place holds on, your credit card. If you mistakenly provide a debit card number, instead of a credit card number, you authorize all charges described herein to be applied to such debit card unless and until you provide a credit card number. In the event you are enrolled, or later enroll, in an automatic payment or electronic funds transfer plan, you agree that all sums described herein may be charged, at Gadgetwood's option, to the account number provided for such automatic payment or electronic funds transfer plan. When payment is made by credit card or debit card, payment will also be subject to the terms and conditions established by the credit or debit card issuer. If charges cannot be processed through your credit card, or if your bank draft or electronic funds transfer is returned for insufficient funds, we will charge you an additional Rs 250.00.

RENEWAL POLICY

You agree and acknowledge that a Subscription under the Recurring Payment Plan will automatically renew for a month, unless notified otherwise by You ("Auto Renewal"). However, a Subscription under the Annual Payment Plan does not automatically renew and expires at the end of the applicable Term Plan.

Your credit card will be charged with the amount of the then prevailing subscription charges as per the payment option that you selected at the time of registering with Gadgetwood.

If you would like to opt out of the Auto Renewal, please call us at 011 - 600-12-600 and speak with one of our customer service representative at least 30 days prior to your subscription end date to discontinue your service.

REFUND POLICY

For subscription based plans, a full refund will be issued if Gadgetwood has not been able to resolve even a single issue for you within the first 30 days of the subscription.

If there are one or more resolved issues, the fees for the Subscription Service will not be refundable. Notwithstanding this Gadgetwood may, at its sole discretion and on a case by case basis, agree to a refund of Subscription fees after deducting charges for servicing the Customer.

For incident based plans, you will be eligible for refund when any of the following criteria are met:

1. You have all the prerequisites which were required to resolve the problem and Issue was not resolved till the time account was active.
2. The issue is out of scope for the particular plan
3. 07 days have not passed after the issue was last worked upon by an Gadgetwood technician

ACCEPTABLE USER POLICY (AUP) AND PRIVACY POLICY

The Gadgetwood Acceptable User Policy (AUP) and the Privacy Policy which is an integral part of these Terms and Conditions, is incorporated here by reference. If you have not yet reviewed the Gadgetwood "AUP" and the Privacy Policy, then please do so prior to agreeing to these Terms and Conditions. You agree that beyond the Personal Information identified in the Privacy Policy, any information or data disclosed or sent to Gadgetwood over the telephone, electronically or otherwise, is not confidential or proprietary to you.

PERSONAL AND NON-COMMERCIAL USE LIMITATION

Unless otherwise specified, the Services, Materials and Software are solely for your personal and non-commercial use in addressing matters covered by your Service Plan. You may not modify, copy, distribute, transmit, display, perform, reproduce, publish, license, modify, create derivative works from, transfer, distribute or sell any information, software, products or services obtained from the Services, Materials, or Software. Any Services, Materials, and Software are available only in connection with Services under a valid Service Plan.

NO UNLAWFUL OR PROHIBITED USE

As a condition of your use of the Gadgetwood Portal or any Services, you will not use the Materials, Software or Services for any purpose that is unlawful or prohibited by these Terms of Use. You may not use the Services, Materials, or Software in any manner that could damage, disable, overburden, or impair any Gadgetwood server, or the network(s) connected to any Gadgetwood server, or interfere with any other party's use and enjoyment of any of the Gadgetwood Portal, the Materials, Software or Services. You may not attempt to gain unauthorized access to any Gadgetwood Portal, the Materials, Software or Services, other accounts, Gadget systems or networks connected to any Gadgetwood server or to any of the Gadgetwood Portal, the Materials, Software or Services, through hacking, password mining or any other means. You may not obtain or attempt to obtain any Gadgetwood Portal, the Materials, Software or Services or information through any means other than that specifically permitted to you under a Plan Order.

FAIR USAGE POLICY; SUSPENSION OR TERMINATION OF SUBSCRIPTION:

Though Gadgetwood has no limits on the amount of online support requests a Subscription based plan user may make during the subscription period, however, each Subscriber's use of the support services for the subscription based plans are subject to Gadgetwood's "fair use" policy. Under this policy, if at any time, in Gadgetwood's sole discretion, a subscription based plan user is found to be abusing the service by exceeding the level of use reasonably expected from someone using a Subscription based Plan for individual use, then Gadgetwood reserves the right to suspend or terminate Subscriber's Subscription Services. In addition, Gadgetwood reserves the right to suspend or terminate any Subscription Services of any Subscriber that Gadgetwood, in its sole discretion, determines are being used (a) fraudulently, (b) by any person other than Subscriber, or (c) for any Gadget system other than a Registered System. User may terminate the Service at any time by giving written or electronic notice to Gadgetwood; provided, however, that User will not be entitled to a refund of any fees prepaid by User for the Service.

USE OF COMMUNICATION SERVICES

You agree to use the Communication Services only to post, send and receive messages and material that are proper and, when applicable, related to the particular Communication Service. By way of example, and not as a limitation, you agree that when using the Communication Services, you will not:

1. Use the Communication Services in connection with surveys, contests, pyramid schemes, chain letters, junk email, spamming or any duplicative or unsolicited messages (commercial or otherwise).
2. Defame abuse, harass, stalk, threaten or otherwise violate the legal rights (such as rights of privacy and publicity) of others.
3. Publish post, upload, distribute or disseminate any inappropriate, profane, defamatory, obscene, indecent or unlawful topic, name, material or information.
4. Upload, or otherwise make available, files that contain images, photographs, service or other material protected by intellectual property laws, including, by way of example, and not as limitation, copyright or

trademark laws (or by rights of privacy or publicity) unless you own or control the rights thereto or have received all necessary consent to do the same.

5. Use any material or information, including images or photographs, which are made available through the Materials in any manner that infringes any copyright, trademark, patent, trade secret, or other proprietary right of any party.
6. Upload files that contain viruses, Trojan horses, worms, time bombs, cancel bots, corrupted files, or any other similar service or programs that may damage the operation of another's Gadget or property of another.
7. Advertise or offer to sell or buy any goods or services for any business purpose, unless such Communication Services specifically allows such messages.
8. Download any file posted by another user of a Communication Service that you know, or reasonably should know, cannot be legally reproduced, displayed, performed, and/or distributed in such manner.
9. Falsify or delete any proprietary rights notices, such as author attributions, legal or other proper notices or proprietary designations or labels of the origin or source of service or other material contained in a file that is uploaded.
10. Restrict or inhibit any other user from using and enjoying the Communication Services.
11. Violate any code of conduct or other guidelines which may be applicable for any particular Communication Service.
12. Harvest or otherwise collect information about others, including e-mail addresses.
13. Violate any applicable laws or regulations.
14. Create a false identity for the purpose of misleading Gadgetwood or others.
15. Use, download or otherwise copy, or provide (whether or not for a fee) to a person or entity any directory of users of the Materials or other user or usage information or any portion thereof.

Gadgetwood has no obligation to monitor the Communication Services. However, Gadgetwood reserves the right to review materials posted to the Communication Services and to remove any materials in its sole discretion. Gadgetwood reserves the right to terminate your access to any or all of the Communication Services at any time, without notice, for any reason whatsoever.

Gadgetwood reserves the right at all times to disclose any information as Gadgetwood deems necessary to satisfy any applicable law, regulation, legal process or governmental request, or to edit, refuse to post or to remove any information or materials, in whole or in part, in Gadgetwood's sole discretion.

Any materials uploaded to the Communication Services may be subject to posted limitations on usage, reproduction and/or dissemination; you are responsible for adhering to such limitations if you download the materials.

LINKING

You may not create hyperlinks to any portion of the Gadgetwood Portal, nor any Materials or Software posted therein.

INDEMNITY

You agree to indemnify, defend, and hold Gadgetwood, its subsidiaries, affiliates, officers, directors, employees, agents, licensors, consultants, suppliers, and any third-party Web site providers harmless from and against all claims, demands, actions, liabilities, losses, expenses, damages, and costs, including actual attorneys' fees, resulting from your violation of the material terms of these Terms of Use, any misuse or abuse of a Service, any use of the Service that amounts to infringement, or infringement by any other user of your account of any Intellectual property or other right of Gadgetwood or any other third party. You will cooperate as fully as reasonably required in Gadgetwood's defense of any claim. Gadgetwood reserves the right, at its own expense, to assume the exclusive defense and control of any matter otherwise subject to indemnification by you and you

shall not in any event settle any matter without the written consent of Gadgetwood. You agree immediately to notify Gadgetwood of any unauthorized use of your account or any other breach of security known to you.

GUESTS; LIMITED LICENSE TO USE OF Gadgetwood PORTAL

If you are not currently subscribed for a Service, then you are regarded as a "Guest". Usage of the Gadgetwood Portal by current Gadgetwood customers outside of the scope of a Service specified under an applicable Plan Order is also treated as a "Guest".

As a Guest you may use the Gadgetwood Portal and Materials specifically designated as available to guests on the Gadgetwood Portal for the limited purposes of (a) deciding whether to subscribe to the Services provided by Gadgetwood, (b) registering with Gadgetwood and submitting Plan Orders only. The foregoing license grant is a non-exclusive revocable license.

COMMUNICATIONS SERVICES

Gadgetwood may provide you with the use of e-mail services, addresses, bulletin board services, instant messaging services, chat areas, news groups, forums, communities, personal web pages, calendars, file cabinets and/or other message or communication facilities designed to enable you to communicate with Gadgetwood's employees and others as appropriate to your Service under a Plan Order (each a "Communication Service" and collectively "Communication Services"). Communications Services shall only be used under an accepted Plan Order, and not for any other purpose.

LIMITED LICENSES TO USE THE Gadgetwood PORTAL, MATERIALS AND SOFTWARE

As permitted through a Service, you may use Materials and Software posted on the Gadgetwood Portal, or made available in connection with a Plan Order which may be available for additional purposes and or subject to additional restrictions.

SLA (Service Level Agreement)

Business Support Hours	After-Hours	Week Ends and Holidays
Monday-Saturday, (9:30 a.m. - 7:30 p.m.) Log a ticket at http://helpdesk.Gadgetwood.com Call @ 011 - 600-12-600.	Contact Support@Gadgetwood.com or 011 - 600-12-600	Sundays and Holidays (National holidays not included) (9:30 a.m. - 7:30 p.m.) • Limited Support available during After Hours on Best Effort Basis

HOW TO REQUEST SERVICE

Customers should contact the Gadgetwood to report problems with services, hardware, and software. The Gadgetwood support may be obtained in any of the 4 ways listed below.

- Phone (011-600-12-600): Phone service is available during normal business hours. Messages left on the voicemail system during business hours are processed as soon as possible. Messages left outside of normal business hours will be processed the next business day.
- In Store/Walk in (Check our nearest store location to you on [Gadgetwood stores](#). Walk-in service is available during normal business hours.
- Online Requests can be made via the Web 24 hours a day, 7 days a week and will be processed the next business day during normal business hours. (Login your requests at helpdesk.Gadgetwood.com)

Gadgetwood RESPONSE PROCESS

Once a Customer &/or SMB Contact requests service, our staff enters a trouble ticket into a tracking system <http://helpdesk.Gadgetwood>. The system automatically generates a ticket number and sends the customer an e-mail acknowledging that a trouble ticket has been created.

Keep in mind the following:

- Responses are provided during normal business hours.
- Timeframes represent a best effort; delays may occur when products must be ordered or vendors engaged.
- With equipment orders (e.g., laptops, smart phones), our staff is responsible for providing specs and quotes within the established response timeframe. The timing of equipment delivery is beyond our control.
- Problems may be resolved remotely.
- When Gadgets and smart phones are off site, our staff may not be able to adhere to the published response times.
- Problems caused by issues not within our staff's control, such as building electrical failures, will be addressed as quickly as possible but are not held to the response timeframe.

Prioritization guidelines and response time -

(PLEASE NOTE THE BELOW SLA IS A SUB-CONTRACT UNDER THE ONSITE SERVICE PLAN SUBSCRIBED TO)

Gadgetwood prioritizes service requests using the following general guidelines but tries to respond to all requests as quickly as possible:

SLA	Low	Medium	High
Priority Description	Requests, including routine or maintenance tasks. Examples: The department requests account creations or updates, gadget set ups, directory changes, or file shares. A customer requests new software installations or	A single customer is affected by a problem but is still able to work, or there are problems with a service but it is still functional. Examples: A customer is experiencing intermittent gadget problems; is unable	A significant number of people are affected by an issue, a customer's Gadget or a departmental server is completely non-functional, or there is a security concern. Examples: The network is
	asks "how to" questions.	to open or work within a software program; is having printer problems; has lost access to a file share; or requires backup data.	inaccessible; e-mail is down; a customer's account is locked or the password needs to be reset; a Gadget has been infected by a virus; or a server is nonresponsive.

Response time	<ul style="list-style-type: none"> • Problem acknowledged: within 6 hour • problem resolved: within 12 hrs, provided the customer provides the necessary information, and barring circumstances outside our control 	<ul style="list-style-type: none"> • Problem acknowledged: within 4 hour • problem resolved: within 6 hours, provided the customer provides the necessary information, and barring circumstances outside our control 	<ul style="list-style-type: none"> • Problem acknowledged: within 2 hour • problem resolved: within 3 hours, provided the customer provides the necessary information, and barring circumstances outside our control
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- Local service/VAT taxes extra
- If your system is collected for repair, it will take 5-7 business days for it to be repaired. It could take longer depending on delays on parts approval and/or parts procurement.

For any further quick contacts & response

- Mail “Request ID” to support@Gadgetwood.com or
 - Track your Equipment repair status online, visit :- www.Gadgetwood.com Enter your request ID and get real time updates.
 - Visit <http://helpdesk.Gadgetwood.com> login under the Existing Customer option with your registered email id to create a new service ticket and track the ticket status
- If Gadget requires a part replacement, part cost will be an additional charge. Our repair team will call you exclusively to take your kind approval.
 - In case the device is given with NO POWER / NO DISPLAY / completely non-functional, only post our thorough check-up, we will be able to revert with exact diagnosis and list of parts gone bad. We follow a Decision tree approach to repair. It is possible that we may call you more than once to seek a revised approval of additional parts.
 - The repair/workmanship warranty stands for 15 days, subject to the equipment is not treated/opened/managed by any other vendor, post our last repair. Replaced Parts warranty is separate as per the warranty on each part.
 - In any physically damaged equipment, equipment with identified hardware damages, or with any critical problem it is quite possible that any part which is intermittently working can potentially completely stop functioning, while we are in the process of diagnosing and resolving the reported issue/s. In such scenario, Gadgetwood will not be held liable for returning the system in the exact (pre-received) partial working condition, should the customer deny further repair and resolution by the Gadgetwood technical team.
 - Gadgetwood charges Rs 300 as our basic visiting charge, if either the customer declines our service or denies us to pick up the equipment to bring to the TRC
 - In case we charge the complete service charge (lets say Rs 1000) and the customer equipment is brought to our repair center And the customer denies/does not approve additional repair charges, no REFUND of any kind is entertained.
 - In case customer has provided the approval, and we are unable to source the part or not being able to repair, we return the equipment with a minimum Rs 300 deducted from the total as basic workmanship charges"

- Gadgetwood does not guarantee data loss and 100% data recovery. Data Back-up is a separate paid service offered by Gadgetwood, should you/customer desire to take on the service, it will be billed additionally. however for small volume of data (< 2GB) we do it for free. While, doing a free data back-up Gadgetwood does not encourage backup of music / Video files during its OS reinstallation or any other repair process.
- The customer fully indemnifies Gadgetwood.in for any or all software/licenses validity/originality that the customer has on it's equipment/device. Gadgetwood does not participate or promote piracy of any kind.
- Gadgetwood advices all it's customers to retain original CDs/Licenses for any or all application Softwares/licenses that are pre-installed on the equipment/device. Gadgetwood is not responsible for any loss of installed application software during the process of repair.
- Per node refers to each/specific Gadget Mobiles, Smartphone, tablet, laptop, netbook, etc. as defined in the final Invoice
- Hardware replacement rights are solely and exclusively held with Gadgetwood to install new or refurbished parts.
- Parts warranty is provided by the part manufacturer.
- Gadgetwood is not liable for any instance of pre-installed pirated software
- The start date/end date - mentioned in the invoice, defines the customer service period.
- All hardware repair will be carried-out in our Technical Repair Centre.
- Gadgetwood is not responsible for any data loss, data theft, damage/theft/loss of the equipment during the time of service/repair, while the equipment is in the custody of Gadgetwood, however will take utmost precautions to ensure safety of the devices/equipment in line to the policy of safety and protection of the company's assets.
- Please note that while collecting the invoice ensure the request ID / invoice id is mentioned at all times

Escalation

If a problem is not resolved expeditiously, the customer may escalate the problem by contacting **011-600-12-600**

or writing to the following mail id: support@Gadgetwood.com

General Feedback

If you would like to share your experience with us, please call on **011-600-12-600** or write to the following mail id: support@Gadgetwood.com

GENERAL LICENSE RESTRICTIONS

Any other use of the Gadgetwood Portal, Services, Materials or Software, other than as explicitly permitted by Gadgetwood is prohibited. Rights to execute, copy, modify, display, transmit, distribute, manufacture, use, sale are all reserved to Gadgetwood and its suppliers. Reverse engineering and decompilation of the Software is strictly prohibited.

USER RESPONSIBILITY

In connection with obtaining Services, you agree that you will:

1. Cooperate with the Gadgetwood Technician: We will use commercially reasonable efforts to provide the support to you. Our experience shows that most issues can be corrected as a result of close cooperation between you and the technician. Please listen carefully to the technician and follow the technician's instructions. You must confirm that the following conditions are true:
 1. The situation giving rise to the question is, reproducible on a single system, i.e., one central processing unit with its workstations and other peripherals;

2. You must have knowledge regarding the hardware system, any software involved, and in the facts and circumstances surrounding the incident;
3. The full system, including software and hardware, is available to you and accessible by you without limit during any telephone discussions with Gadgetwood support personnel.
2. Software/Data Backup: You understand and agree that Gadgetwood shall under no circumstance be responsible for any lost or corrupted software or data. Gadgetwood strongly recommends that you at all times maintain a complete data backup and disaster recovery plan.
3. Account, Password, and Security: For you to submit a Plan Order, you must complete the Registration Process by providing us with current, complete and accurate information as prompted by and required under the applicable Registration Form. You also will choose a password and a user name. You are solely and entirely responsible for maintaining the confidentiality of your password and account. Furthermore, you are solely and entirely responsible for any and all activities that occur under your account. You agree to notify Gadgetwood immediately of any unauthorized use of your account or any other breach of security. Gadgetwood will not be liable for any loss that you may incur as a result of someone else using your password or account, either with or without your knowledge. However, you could be held liable for losses incurred by Gadgetwood or another party due to someone else using your account or password. You may not use anyone else's account at any time, without the permission of the account holder.

AVAILABILITY OF SERVICES AND MATERIALS UNDER FORCE MAJUERE CIRCUMSTANCES

You hereby acknowledge that circumstances outside of Gadgetwood's reasonable control (e.g., acts of God, a large scale outbreak of a new Gadget virus, strikes, riots, wars, other military action, civil disorder, acts of terrorism, fires, floods, vandalism, sabotage, acts of third parties, or the like) may cause significant delays in Gadgetwood's ability to schedule a support session. You hereby release Gadgetwood from any and all liability, and agree that Gadgetwood shall not be liable to you or any third party for any direct or indirect damages whatsoever, resulting from such delays.

Gadgetwood or its suppliers may, at any time, without notice or liability, restrict the use of the Service or limit its time of availability in order to perform maintenance activities and to maintain session control.

EXCLUSIONS FROM "SERVICES"

"Services" shall not include the following:

1. any item or activity not covered by the terms of a Plan Order;
2. service beyond the duration limitations identified in your Plan Order;
3. problem diagnosis and support that may not be completed because of a problem with your Gadget or other equipment, or their configuration that is beyond our control;
4. Software, including the operating system and software added to the registered hardware products which are out of scope for the Service Plan;
5. Problems that may and do result from:
 1. External causes such as accident, abuse, misuse, or problems with electrical power;
 2. Usage that is not in accordance with product instructions provided by manufacture;
 3. Failure to follow the product instructions provided by manufacture or failure to perform preventive maintenance; or
 4. Problems caused by using accessories, parts, or components not compatible with the product.
 5. Non Compliance with the Gadgetwood technician instructions for resolving the query.

EXCLUSIONS FROM "SHARED SERVICES"

"Shared Services" shall not include the following:

1. Any item or activity not covered by the terms of a Plan Order;
2. Service beyond the duration limitations identified in your Plan Order (**Maximum One shared service ticket per month: Any additional Shared Resource will be charged on actual Man-Days basis only post approvals**)
3. Problem diagnosis and support that may not be completed because of a problem with your Gadget or other equipment, or their configuration that is beyond our control;
4. Software, including the operating system and software added to the registered hardware products which are out of scope for the Service Plan;
5. Problems that may and do result from:
 - a. External causes such as accident, abuse, misuse, or problems with electrical power;
 - b. Usage that is not in accordance with product instructions provided by manufacture;
 - c. Failure to follow the product instructions provided by manufacturer or failure to perform preventive maintenance;
 - d. Problems caused by using accessories, parts, or components not compatible with the product: or
 - e. Non-Compliance with the Gadgetwood BUSINESS SUPPORT SERVICE engineer instructions for resolving the query.

NOTICE SPECIFIC TO MATERIALS AND SOFTWARE AVAILABLE ON THE Gadgetwood PORTAL, OR THROUGH A SERVICE

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