

## Terms & Conditions

1. The Free Service Visit Offer ("Offer") is available for a limited period.
2. Eligibility requires a minimum subscription recharge of ₹200 within the preceding 72 hours or at the time-of-service call registration.
3. Offer is valid only for active individual DishTV / d2h subscribers linked to their Registered Mobile Number (RMN).
4. Service requests can be logged only through authorized DishTV platforms – Customer Care, Mobile App, Website Chatbot or WhatsApp Bot.
5. Dealer App or Dealer Helpline cannot be used for logging Free Service Visit requests.
6. Only one free visit is applicable per eligible recharge within the 72-hour window.
7. Offer applies to standard technical visits only; charges for spare parts, accessories, or relocation remain payable by the Subscriber.
8. A 60-day Service Warranty applies post successful call closure under this Offer.
9. Calls logged under excluded categories (Re-installation, Remote delivery, multi-connection verification, Hotel/Corporate/Zing/Demo, or project migration) do not qualify.
10. If the Subscriber fails to recharge ₹200 or more before closure, standard Service Charges will apply.
11. Company reserves the right to withdraw or modify the Offer without prior notice.
12. Company's liability is limited to providing the free technician visit and/or 60-day service warranty as stated. No other claims shall be entertained.
13. All disputes are subject to the exclusive jurisdiction of courts in New Delhi. (General Legal Clause)

## FAQ's

### 1. What is the Free Service Visit offer?

It's a customer-first initiative where your technician visit becomes **absolutely free** when you recharge ₹200 or more before the service request is closed.

### 2. Who is eligible for a Free Service Visit?

Any active DishTV or d2h subscriber who has recharged ₹200 or above in the last 72 hours or is ready to do so at the time of raising the service request. [After the next phase become live]

### 3. How can I book a Free Service Visit?

You can log a request through our Customer Care helpline, DishTV App, Website chatbot or WhatsApp Bot – as long as the request comes from your Registered Mobile Number (RMN).

### 4. Do I need to pay anything to the technician?

No service charges are payable for the visit once you've done a ₹200+ subscription recharge. Only spare-part replacement costs, if any, are chargeable.

### 5. What if I don't recharge ₹200 or more before the visit?

In that case, you can recharge once the technician is at your premises. Please note we recommend to recharge in advance to avoid any inconvenience.

### 6. I just recharged yesterday – am I eligible?

Yes! If your recharge was within the last 72 hours, your technician visit will be free of cost. [After the next phase become live]

### 7. Can I avail this offer multiple times?

Yes, each time you recharge ₹200 or more, you automatically qualify for a Free Service Visit for the next 72 hours.

### 8. Is there any warranty after the service visit?

Yes, you get a **60-day Service Warranty** from the date of successful call closure – ensuring complete peace of mind.

### 9. Will I get a confirmation after the technician visit?

Absolutely. A "Happy Code" message is sent once the technician closes the call successfully with your ₹200+ recharge validated.

### 10. Are any customers excluded from this offer?

Yes. Corporate, Hotel, Zing, Demo, and project-related calls (ST2 → SES8 alignment / discontinued STB swap) are excluded.

### 11. What if my connection is inactive?

Simply recharge ₹200 or more to reactivate – once done, you instantly become eligible for a Free Service Visit within the next 72 hours.

### 12. Can I request through my dealer or local partner?

No. Free Service Visit requests must be logged via official DishTV channels linked to your RMN only.

### 13. How long does the offer last?

It's a limited-period initiative by DishTV / d2h and may be extended or modified from time to time.