

**GOVERNMENT OF INDIA  
COMMUNICATIONS AND INFORMATION TECHNOLOGY  
LOK SABHA**

UNSTARRED QUESTION NO:6911  
ANSWERED ON:11.05.2005  
EXTENDED WARRANTY ON PURCHASE OF COMPUTERS  
Jha Shri Raghunath;Singh Shri Prabhunath

**Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:**

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- (a) whether computer manufacturing companies in the country are providing a n optional facility of extended warranty on their computers against certain charges;
- (b) if so, the details of the companies which are providing the facility of extended warranty on their computers together with their charges;
- (c) whether some companies such as Hewlett Packard India Ltd.(HP/Compaq are neither issuing bills/cash memos nor are showing the extended warranty charges in their bills inspite of charging the extended warranty charges from the customers;
- (d) if so, the details thereof; and
- (e) the action taken against such companies?

**Answer**

MINISTER OF STATE FOR COMMUNICATIONS AND INFORMATION TECHNOLOGY(DR. SHAKEEL AHMAD)

- (a) and (b): According to the information provided by the Manufacturers Association of Information Technology (MAIT), presently, most of the computer manufacturing companies offer extended warranty on their computers
- (c),(d) and (e): Extended warranty offered at the time of purchase is reflected in the cost of the product or else a standard warranty which consumer buys can be extended by paying marginally more. In either case, it is understood that proper documentation of warranty is provided to the customer.