

# **SERVICE WARRANTY POLICY FOR** **CONSUMER DURABLE PRODUCTS**

**Version No: 1.10**

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Intex Technologies (India) Ltd.  
New Delhi.

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## Service Warranty Policy – Consumer Durable Products

### 1 Revision History

Version No.	Date	Significant Changes
V 1.1	13 <sup>th</sup> -Dec-2016	New Process made mentioning warranty & Extended Warranty details.
V 1.2	13 <sup>th</sup> -Jan-2017	Adding Offer wise details / inclusions.
V 1.3	20 <sup>th</sup> -Jan-2017	Inclusion of LED TV with screen size from 22” to 31” in “New Year Bonanza offer”, if 3 year extended warranty written / mentioned on gift box.
V 1.4	04 <sup>th</sup> -Apr-2017	- Air Conditioner warranty on compressor increased from 5 years to 6 years for split AC and from 5 years to 10 years for Super Saver AC. - “New Year Bonanza” offer extended till 30/06/17.
V 1.5	25 <sup>th</sup> -May-2017	Re-drafting of content
V 1.6	20 <sup>th</sup> -Jul-2017	“New Year Bonanza” offer extended till 31/10/17. Exclusion of LED TV with screen size from 22” to 31” in “New Year Bonanza offer” after 30/06/17, even if 3 year extended warranty written / mentioned on gift box.
V 1.7	05 <sup>th</sup> -Aug-2017	Correction of offer start date in “Diwali Celebration” offer details / inclusions which was mentioned as 20/09/15 instead of 20/09/16.
V 1.8	21 <sup>st</sup> -Dec-2017	New Year Bonanza extended till 31 <sup>st</sup> Mar’18. 1+4 year Extended Warranty on Air Conditioner (1 <sup>st</sup> Nov’17 – 30 <sup>th</sup> Jun’18)
V 1.9	01 <sup>st</sup> -Mar-2018	2 year warranty on Air Cooler (Main Motor only)
V 1.10	15 <sup>th</sup> -May-2018	New 1+2 year Extended warranty for LED TV (Big screen offer)

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**2 Introduction**

**2.1 Objective**

This document is established to define the Warranty Policy through which Intex Technologies (India) Ltd. warrants the products, customer have purchased from Intex or Intex distributor, reseller, or other Authorized partners to be free from manufacturing defects in material and workmanship under normal use.

**2.2 Scope**

This is applicable to Consumer Durable Products only.

**2.3 Glossary**

- RTB – Return To Bench
- ICP – Intex Care Partner
- CD – Consumer Durables

## Service Warranty Policy – Consumer Durable Products

### 3 Product Group wise Warranty Coverage

All Consumer Durable products sold under brand Intex will come under warranty period mentioned as below:


Product Group	Warranty Period**	Service Type	Parts not Covered in Warranty
CRT TV	One Year	Onsite / RTB	- NA -
LCD / LED TV	One Year	Onsite / RTB	- NA -
DVD Players	Six months	RTB	Connectors
Subwoofers 2.1	One Year	RTB	Connectors and Antenna Wire
Subwoofers 4.1	One Year	RTB	Connectors and Antenna Wire
Subwoofers 5.1 / Home Theatre / Tower Speakers	One Year	Onsite / RTB	Connectors and Antenna Wire
Induction Cookers	One Year	RTB	- NA -
Air Purifier	One Year	Onsite / RTB	Air Filter / Front Grill
Refrigerator	Comprehensive – 1 Year Compressor – 5 Year	Onsite	Plastic parts / Aesthetical Damaged / Tampered parts / Glassware / Bulb / Tube
Air Conditioner (Window)	Comprehensive – 1 Year Compressor – 5 Year	Onsite	Plastic parts, Aesthetical Damaged / Tampered parts and connecting pipes
Air Conditioner (Split)	Comprehensive – 1 Year Compressor – 6 Year Coils – 5 Year	Onsite	Plastic parts, Aesthetical Damaged / Tampered parts and connecting pipes
Air Conditioner (Inverter / Super Saver)	Comprehensive – 1 Year Compressor – 10 Year Coils – 5 Year	Onsite	Plastic parts, Aesthetical Damaged / Tampered parts and connecting pipes
Air Cooler (Desert / Window / Personal)	Comprehensive – 1 Year Main Motor – 2 Year	Onsite	Plastic parts, Aesthetical Damaged / Tampered parts and cooler pads
Washing Machine – Semi / Fully Automatic	Comprehensive – 2 Year Wash Motor – 5 Year	Onsite	Outer steal casing / Top Lid (Aesthetic / Plastic parts such as cabinet. Accessories such as inlet pipe, drain pipe, wash lid, spin lid etc.)

\*\* Warranty Period: Warranty will be considered from End User Sale Invoice<sup>^</sup> date (with Product serial number mentioned on invoice), till the time period mentioned in above table.

In case customer not able to present Sale invoice – Company reserve all rights to decide whether warranty can be given on product or not, and for what time duration.

<sup>^</sup> End User Sale Invoice should have a below things clearly mentioned on Invoice :-

1. Valid TIN / GST Number
2. Complete Address and contact number of sales partner
3. Serial number of Product.

- RTB – Return to Bench, where Purchaser will carry product at INTEX Own / Authorized Service Centre.
- \* Onsite warranty applicable in selected cities (Locations where INTEX Own / Authorized Service Centre are available) within municipal city limits.
- Onsite calls must be registered through our website <http://intexcscd.com/iService/installationlogin.aspx>
- Other media to register Onsite calls - through INTEX Android App ( refer logo  ), or through centralized Helpline No. - 1860 208 5555
- Status of pending job sheet can be checked by sending SMS **CJOB <Space> "Job sheet No."** to 9582943043

## Service Warranty Policy – Consumer Durable Products

### 4 Warranty Details

#### 4.1 Warranty Terms and Conditions

1. This warranty is confined to the first purchaser of the product only.
2. This warranty is applicable only for the personal use of product by purchaser and warranty will be void if product used for any Commercial purpose.
3. Repair or replacement will be carried out through the Company's Own / Authorized Service Centre (Check: [www.intex.in](http://www.intex.in) -> Support -> Service Centre).
4. For units installed beyond the municipal limits of the jurisdiction of the Company's Own / Authorized Service Centre, all expenses incurred in collection the unit or part/s thereof from the Company's Own / Authorized Service Centre, as well as expenses incurred for deputing of service personnel / technicians towards to and fro travel, conveyance and other incidentals etc. will be borne by the customer.
5. In the event of repairs / replacement of any part/s of the unit, this warranty will thereafter continue and remain in force only for the unexpired period of the warranty. Moreover, the time taken for repair / replacement and in transit whether under the warranty or otherwise shall not be excluded from the warranty period.
6. The company or it's authorized Service Centre, reserves the right to retain any part/s or component/s replaced at it's discretion in the event of a defect noticed in the equipment during the warranty period.
7. 7a. Any change of address shall be intimated to concerned Service Centre for continuation of warranty. 7b. Warranty for the unexpired period shall continue after the product is inspected by the concerned Service Centre and the product is found free from transit damage. The customer shall have to pay a visiting charge towards inspection, as applicable. 7c. In case of any transit damage, the product shall be repaired by the concerned Service Centre on charges and warranty for unexpired period to continue.
8. Demonstration / installation of the product shall be registered by customer within 60 days of purchase date.
9. The company's obligation under this warranty shall be limited to repair or providing replacement of part/s only. The maximum claim/s if entertained by the company will be subject to the maximum retail price of the product purchased or the purchase price, whichever is lower.
10. In the event of any unforeseen circumstance, and spares not being available, the company's prevailing depreciation rules will be binding on the purchaser to accept as a commercial solution in lieu of repairs.
11. The warranty does not cover any accessories external to the system.
12. The warranty is issued at New Delhi, and Courts at New Delhi shall have exclusive jurisdiction over matters covered or flowing from this warranty.
13. The company's obligation under this warranty shall be limited to repairing or providing replacement of part/s, which are found to be defective.
14. Repairs during warranty period shall be carried on "Carry In" basis. Wherein for service the purchaser shall bring the product to the Service Centre with whom the set is registered for warranty service. The warranty does not cover cost of transportation of system from place of installation to the Service Centre.
15. The concerned Service Centre will advise the customer whether to complete the repair at site or its Service Centre.
16. Any part/s of the system replaced by the company at its discretion shall be with a functionally operative part.
17. Customers are requested to collect the product within 7 days from the date of receiving the repair confirmation from service center.

## Service Warranty Policy – Consumer Durable Products

### 4.2 Warranty not applicable in below conditions

1. The product is used for commercial purpose instead of personal use.
2. The completed warranty card / invoice copy is not presented to authorized personnel at the time of repair.
3. The product is not purchased from an Authorized INTEX Sales Channel.
4. The product is not used as per the instructions given in the instruction / user manual.
5. Defects caused by improper use as determined by the company personnel.
6. Modification or alteration of any nature is made in the electrical circuitry / physical construction of the set.
7. Installation / repair work is carried out by persons / agency other than authorized by the company.
8. Site (premises where the product is kept) conditions that do not confirm to the recommended operating conditions of the machine.
9. The original serial number is removed, obliterated or altered from the machine or cabinet.
10. Defects due to cause beyond control like lightning, abnormal voltage, acts of God or while in transit to Service Centre or purchaser's residence.

**Note** : The above policies are for warranty service and the customer will be responsible for any costs associated with non-warranty conditions.

Intex reserves the right to make final decisions regarding problem determination and the appropriate service option, subject to change without prior notice.

## 5 Extended Warranty offer# for limited time duration

Product Name & Category	Warranty Extension Type	Duration	Offer Name
LED TV – (22” and 24”)	One Year (Comprehensive) + Two Years (Extended)	01/02/16 – 31/12/16	Small Screen Offer
LED TV – (All models between 28” till 31”)	One Year (Comprehensive) + Two Years (Extended)	01/10/15 – 31/12/16	October Celebration
LED TV – (All models 32” and above)	One Year (Comprehensive) + Two Years (Extended)	01/10/15 – 19/09/16 & 16/11/16 – 31/12/16	Privilege Offer
	Five Year (Comprehensive)	20/09/16 – 31/10/16	Diwali Celebration
	Five Year (Comprehensive) – Selected Models **	01/11/16 – 15/11/16	Diwali Celebration Continue
LED TV – (32” and above – all models) LED TV – (22” till 31” – with 3 year warranty mentioned on Gift Box mandatory)	One Year (Comprehensive) + Two Years (Extended)	01/01/17 – 14/05/18 (LED TV – 22” till 31” will be considered in this offer till 30/06/17 only)	New Year Bonanza
Washing Machine – (Semi / Fully - Automatic : Top / Front Loading)	Two Year (Comprehensive) + Five Year Wash Motor Warranty	12/10/16 – Till date	Happy Washing
Air Conditioner – (Window / Split / Inverter or Super Saver)	One Year (Comprehensive) + Four Year (Extended)	01/11/17 – 30/06/18	Chilling Offer
LED TV – (All models 32” and above, conditional warranty on selected 32” models)	One Year (Comprehensive) + Two Year (Extended)	15/05/18 – Till Date	Big Screen Offer

# Any product sold under Institutional sale by Intex, will not be eligible for any extended warranty.

## Service Warranty Policy – Consumer Durable Products

- For LED TV :**
1. Extended warranty is applicable only on Intex models.
  2. Avoir models have only One year comprehensive warranty (no extended warranty applicable).
  3. W.e.f. 01<sup>st</sup>Mar'18, extended warranty on Intex LED TVs will be applicable as per above table, only if Product registration done by customer.
  4. Customers are advised to read warranty card properly for more information.
- For AC :**
1. Product registration by customer is mandatory to avail five year comprehensive warranty.
  2. Customers are advised to read warranty card properly for more information.
  3. Avoir models also covered under same “Extended Warranty” terms.

### 5.1 Details / Inclusions of Extended Warranty offers

<b>Offer Name : Small Screen Offer (Warranty calculated from purchase date)</b>
➤ Product applicable for this offer : LED TV – (screen size 22” & 24”), purchase date between 01/02/16 – 31/12/16
➤ Parts Replacement : FOC for 1st Year (Comprehensive) + 2nd and 3rd Year (Extended).
➤ Service Charges : FOC for 1st Year (Comprehensive) + 2nd and 3rd Year (Extended).

<b>Offer Name : October Celebration (Warranty calculated from purchase date)</b>
➤ Product applicable for this offer : LED TV – (screen size 28” till 31”), purchase date between 01/10/15 – 31/12/16
➤ Parts Replacement : FOC for 1st Year (Comprehensive) + 2nd and 3rd Year (Extended).
➤ Service Charges : FOC for 1st Year (Comprehensive) + 2nd and 3rd Year (Extended).

<b>Offer Name : Privilege Offer (Warranty calculated from purchase date)</b>
➤ Product applicable for this offer : LED TV – (screen size 32” and above), purchase date between 01/10/15 – 19/09/16 & 16/11/16 – 31/12/16
➤ Parts Replacement : FOC for 1st Year (Comprehensive) + 2nd and 3rd Year (Extended).
➤ Service Charges : FOC for 1st Year (Comprehensive) + 2nd and 3rd Year (Extended).

<b>Offer Name : Diwali Celebration (Warranty calculated from purchase date)</b>
➤ Product applicable for this offer : LED TV – (screen size 32” and above), Purchased & Installed date between 20/09/16 – 31/10/16
➤ Parts Replacement : FOC for 1st Year (Comprehensive) + 2nd to 5th Year (Extended).
➤ Service Charges : FOC for 1st Year (Comprehensive) + 2nd to 5th Year (Extended).

## Service Warranty Policy – Consumer Durable Products

<b>Offer Name : Diwali Celebration Continue (Warranty calculated from purchase date)</b>										
➤ Product applicable for this offer : Below mentioned selected ** LED models, Purchased & Installed date between 01/11/16 – 15/11/16										
LED Model No.	3213	3220	31HD08	3222	4016 FHD	4310 FHD	4018 FHD	5500 FHD	5001 FHD SMT	3201 SMT
LED Model No.	3210	3221	5010 FHD	3208	3218	4001	3219	4012 FHD	4301 FHD SMT	5500 UHD SMT
➤ Parts Replacement : FOC for 1st Year (Comprehensive) + 2nd to 5th Year (Extended).										
➤ Service Charges : FOC for 1st Year (Comprehensive) + 2nd to 5th Year (Extended).										

<b>Offer Name : New Year Bonanza (Warranty calculated from purchase date)</b>
➤ Product applicable for this offer : <ul style="list-style-type: none"> <li>• LED TV – Screen size 32” and above – all model (purchase date between 01/01/17 – 14/05/18).</li> <li>• LED TV – Screen size between 22” and 31” – with 3 year warranty mentioned on Gift Box is mandatory (Purchase date between 01/01/17 – 30/06/17).</li> </ul>
➤ Parts Replacement : FOC for 1st Year (Comprehensive) + 2nd and 3rd Year (Extended).
➤ Service Charges : a. FOC for 1st Year (Comprehensive). b. For 2nd and 3rd Year (Extended) – FOC if Customer bring defective unit to Service Centre for repair O/W service charges to be paid by Customer to Engineer if want home visit by Engineer for repair of defective unit.

<b>Offer Name : Happy Washing (Warranty calculated from purchase date)</b>
➤ Product applicable for offer : Washing Machine – (Semi / Fully Automatic – Top / Front Load), Purchased date between 12/10/16 – Till Date
➤ Parts Replacement : FOC for 1st and 2nd Year (Comprehensive) + 3rd to 5th Year (FOC for Wash Motor only, from purchase date).
➤ Service Charges : FOC only for 1st and 2nd Year (Comprehensive). Service charges applicable for 3rd to 5th Year

<b>Offer Name : Chilling Offer (Warranty calculated from purchase date)</b>						
➤ Product applicable for offer : Air Conditioner – (Window / Split / Inverter or Super Saver), Purchased date between 01/11/17 – 30/06/18						
➤ Parts Replacement : FOC for 1st Year (Comprehensive) + 2nd to 5th Year (FOC for below parts from purchase date).						
<table border="1"> <tr> <td>Compressor with contractor</td> <td>Condenser Coil</td> <td>Cooling Coil</td> <td>PCBs</td> <td>Sensors</td> <td>Motors</td> </tr> </table>	Compressor with contractor	Condenser Coil	Cooling Coil	PCBs	Sensors	Motors
Compressor with contractor	Condenser Coil	Cooling Coil	PCBs	Sensors	Motors	
➤ Service Charges : FOC only for 1st Year (Comprehensive). Service charges applicable for 2nd to 5th Year						
➤ Warranty not applicable on Gas charging / Remote / Sheet metal body during Extended Warranty (2nd to 5th Year).						

<b>Offer Name : Big Screen Offer (Warranty calculated from purchase date)</b>									
➤ Product applicable for this offer : All LED TV models 32” and above, purchased & Installed date between 15/05/16 – Till Date									
➤ Below mentioned 32” LED TV models will have 1 year warranty. (1+2 Years warranty applicable only if mentioned on Gift Box)									
<table border="1"> <tr> <td>LED Model No.</td> <td>3213</td> <td>3221</td> <td>3208</td> <td>3222</td> <td>32 SPLASH PLUS</td> <td>3224 HD</td> <td>3228</td> <td>3226</td> </tr> </table>	LED Model No.	3213	3221	3208	3222	32 SPLASH PLUS	3224 HD	3228	3226
LED Model No.	3213	3221	3208	3222	32 SPLASH PLUS	3224 HD	3228	3226	
➤ Parts Replacement : FOC for 1st Year (Comprehensive) + 2nd and 3rd Year (Extended).									
➤ Service Charges : a. FOC for 1st Year (Comprehensive). b. For 2nd and 3rd Year (Extended) – FOC if Customer bring defective unit to Service Centre for repair O/W service charges to be paid by Customer to Engineer if want home visit by Engineer for repair of defective unit.									



## Service Warranty Policy – Consumer Durable Products

### 5.2 General Terms and Conditions for Extended Warranty or Offers

1. The Comprehensive or Extended Warranty is applicable w.e.f purchase date, only on limited or all models of selected products sold in India.
2. To avail Extended warranty, Customer shall register the product details at the Call Center No. 1860 208 5555 or register at [www.intex.in](http://www.intex.in)
3. This warranty is applicable only on Invoice with valid TIN no. / VAT no. of Dealer / Retailer, mentioning complete Product details and Serial Number.
4. Customer need to present Invoice copy to Intex representative every time at the time of defective product carried at Service Centre for repair / Engineer visit for repair during Comprehensive or Extended Warranty period.
5. Original warranty or extended warranty are non-transferable and shall not be considered in case of any resale.
6. Any change of address must be notified by the customer in advance to avoid any inconvenience and delay.
7. Company shall endeavor to give preferential attention to emergency breakdown of the product, however Company shall not be responsible for any such loss or damages beyond warranty
8. Extended Warranty does not cover any defects / damages occurring directly / indirectly due to accessories of Product models.
9. All Transportation and handling charge (if any) incurred while repairing will be payable by the Customer.
10. Warranty valid only for residential use of the Product purchased during the Offer Term. The warranty shall become invalid in the following cases:
  - Commercial / Community / Public usage
  - Unauthorized re-installation, alteration or modification of the Product.
  - Damage caused by accident, theft, riots, natural disasters etc.
  - Accidental or internal damage due to electrical power inadequacy or fluctuating electrical power conditions including voltage fluctuation, short circuit or earthing issues.
  - Damage to Product incurred while moving the equipment from one location to another or re-installing it after movement by unauthorized dealer / distributor / workmen / person, etc.
  - Product not being used as per instructions given in the user manual.
  - Any repair carried out by person others than from an authorized INTEX Service Center
11. Any disputes arising out of the warranty shall be exclusively settled at the Courts of Delhi.