

SERVICE WARRANTY POLICY FOR
IT / PERIPHERAL PRODUCTS

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Intex Technologies (India) Ltd.
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Service Warranty Policy – IT / Peripheral Products

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1 Introduction

1.1 Objective

This document is established to define the Warranty Policy through which Intex Technologies (India) Ltd. gives warranty on its products, purchased by customers from Intex or Intex distributor / reseller or other Authorized partners, to be free from manufacturing defects in material and workmanship under normal use.

1.2 Scope

This is applicable to IT / Peripheral Products only.

1.3 Glossary

- RTB – Return to Bench
- ICP – Intex Care Partner

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2 Product Group wise Warranty Coverage

All IT / Peripheral products sold under brand Intex will come under warranty period mentioned as below:

Product Group	Warranty Period **	Service Type
Add on Cards	One Year	RTB
Add on Cards- All in One Mini Card Reader (IT-CR021)	6 Months	RTB
Web Camera	One Year	RTB
Ethernet LAN card / Hub / Switch	Two Years	RTB
Head phone	One Year	RTB
Keyboard	One Year	RTB
Mouse	One Year	RTB
TV Tuner	One Year	RTB
TFT Monitor	One Year	Onsite* / RTB
Subwoofers 2.1	One Year	RTB
Subwoofers 4.1	One Year	RTB
Subwoofers 5.1 / HTS / Tower Speakers	One Year	Onsite* / RTB
Sound Bars	One Year	Onsite* / RTB
Multi Media Speakers	One Year	RTB
Battery for UPS	One Year	RTB
Wi-Fi Camera	One Year	RTB
Barcode Scanner	One Year	RTB
Currency Counting Machine	One Year	Onsite* / RTB
I – Tabs	One Year	RTB
Data card	One Year	RTB
Networking Wireless products --- ADSL Modem / Router	Three Years	RTB
Power Products		
SMPS	Two Years	RTB
UPS Batteries	One Year	RTB
UPS 600VA / 700VA/ 800VA / 850VA / 1KVA	Two Years (One Year on Battery)	Onsite* / RTB
Power Bank Charger ##	One Year	RTB
Home UPS (Inverters)	Two Years	Onsite* / RTB
CFL UPS 50VA	One Year	RTB

** Warranty Period:

- For Serialized Products – Warranty will be considered from End User Sale Invoice[^] 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.
- For Non-Serialized Product, with Sticker Date – Warranty will be considered from End User Sale Invoice[^] date, till the time period mentioned in above table.
In case customer not able to present Sale invoice – Warranty will be considered from Specified Sticker Date^{^^}
- For Non-Serialized Product, without Sticker Date – Start date will be considered from End User Sale Invoice[^] date, till the warranty period mentioned in above table.


[^] End User Sale Invoice should have a below things clearly mentioned on invoice :-

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

^{^^} Sticker Date – Date mentioned on Warranty Sticker (pasted on outer body or inside the product)

^{##} All Intex Power Bank chargers where product model number is starting with “IT-PB” will be covered under one year warranty.

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- 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://intexcsd.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

3 Warranty Details

3.1 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 → 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. 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.
9. 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.
10. The warranty does not cover any accessories external to the system.
11. The warranty is issued at New Delhi, and Courts at New Delhi shall have exclusive jurisdiction over matters covered or flowing from this warranty.
12. The company's obligation under this warranty shall be limited to repairing or providing replacement of part/s, which are found to be defective.

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13. 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.
14. The concerned Service Centre will advise the customer whether to complete the repair at site or its Service Centre.
15. Any part/s of the system replaced by the company at its discretion shall be with a functionally operative part.
16. Customers are requested to collect the product within 7 days from the date of receiving the repair confirmation from service center.

3.2 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.

4 Extended Warranty offers from Intex for limited time durations

Product Name & Category	Warranty Extension Type	Duration	Offer Name
TFT Monitor– (All Models)	One Year (Comprehensive) + Two Years (Extended)	01/07/16 – Till date	TFT Sale Celebration

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4.1 Details / Inclusions of Extended Warranty offers

Offer Name : TFT Sale Celebration (Warranty calculated from purchase date)
➤ Product applicable for this offer : TFT – (All screen size), Purchased date within 01/07/16 – Till Date
➤ 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 for TFT (screen size 19” and above) For TFT (screen size below 19”) - FOC if defective unit brought by Customer to Service Centre for repair. Rs200/- to be paid by Customer to Engineer if want home visit by Engineer for repair of defective unit.

4.2 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
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.

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5 Revision History

Version No.	Date	Significant Changes
V 1.1	13 th -Dec-2016	New Process made mentioning Warranty details.
V 1.2	13 th -Jan-2017	Added Extended warranty offer wise details / inclusions for TFT Monitor.
V 1.3	20 th -Jul-2017	Re-drafting of content.
V 1.4	29 th -Sep-2017	Power Bank charger warranty condition specified.
V 1.5	21 st -Dec-2017	End of Life / Obsolete products removed from IT / Peripheral product list.

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