

## **WARRANTY POLICY FOR MOBILE PHONES**

### **WARRANTY POLICY**

Intex Technologies (India) Limited warrants the product you 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. The bill / invoice is proof of purchase of the product and the warranty period commences as of that date. This warranty extends only to the original purchase and is non-transferable.

### **WARRANTY COVERAGE**

<b>Product Description</b>	<b>Service Type</b>	<b>Warranty Period</b>	<b>Expected TAT*</b>
Mobile Phones	RTB	One Year	3 Days
Datacard	RTB	One Year	3 Days
I TAB	RTB	One Year	7 Days
I BUDDY	RTB	One Year	7 Days
Mobile Green Battery	RTB	One Year	Same Day
Earphone	RTB	3 Months	Same Day
Charger	RTB	One Year	Same Day
Power bank charger	RTB	6 month	7 days

**RTB** (Return to Bench-at Service Centre)

\* **TAT**- (Turn Around Time) All efforts shall be done to complete the service within the mentioned period, however, the same shall not be limiting or binding.

\*\* Onsite warranty applicable to selected cities within the Municipal City limit only.

### **WARRANTY TERMS AND CONDITIONS**

- ⤴ Service shall be carried out through Intex service centers or Intex Care Partners (ICP).
- ⤴ In the event of repair / replacement of any part/s of the unit, this warranty shall thereafter continue and remain in force only for the remaining period of the product warranty.
- ⤴ During the warranty period, the product will be repaired using Intex reconditioned / replacement parts. The product will be replaced only under exceptional circumstances (with the same or similar reconditioned / replacement model) at Intex's discretion.
- ⤴ In the event of replacement / (repairs) of any part/s, etc. of the product, the company or its authorized service center, reserves the right to retain any part/s or component/s or sub-assembly/ies replaced at its discretion. (in the event of a defect noticed in the equipment during the warranty period.)
- ⤴ The warranty does not cover demonstration, installation.
- ⤴ The warranty does not cover normal wear & tear of product or accessories.
- ⤴ The warranty is non-transferable.
- ⤴ The company's liability under this warranty shall be limited to repairs/replacement of part/s, which are found to be defective.
- ⤴ Repairs during warranty period shall be carried on RTB/"Carry In" basis unless otherwise mentioned.

- ⚡ This Warranty shall not affect consumer's statutory rights under applicable Indian Laws. (nor the consumer's rights against the dealer arising from their sales / purchase of the product)
- ⚡ All disputes related with this warranty are subject to exclusive jurisdiction of Delhi Courts only.

### **WARRANTY IS NOT APPLICABLE IN THE FOLLOWING CASES**

- ⚡ If the stipulated warranty period as determined from proof of purchase, has expired.
- ⚡ The product is not used according to the instructions as stated in user's manual.
- ⚡ Modification or alteration of any nature is made in the electrical circuitry or physical construction of the product.
- ⚡ If the product is tampered by way of Installation / repair work by any un-authorized person / agency.
- ⚡ Any external accessories or add-ons, which are not supplied by Intex.
- ⚡ Site (premises where the product is kept) conditions that do not conform to the recommended operating conditions of the product.
- ⚡ If the warranty sticker / seal is tampered or damaged.
- ⚡ If the product purchased is "seconds".
- ⚡ If the product is found to be physically damaged, rusted, wet /moist or burnt.
- ⚡ Damage in transit to and from service center.
- ⚡ Force Majeure: Defects due to causes beyond control like Fire, voltage surge, acts of God like earthquake, lightning, rain, flood, etc.