



WARRANTY CARD

Purchaser's Name:.....

Address:.....

Telephone No.:.....

Mobile No.:.....

E mail:.....

Model Name:.....

Serial No.:.....

Name and Address of Dealer:.....

Date of Purchase:.....

Invoice/Memo No.:.....

I accept the terms and conditions of warranty

Customer's Signature and date

Dealer Stamp and Signature

(Compulsory for dealer to fill and stamp at the time of sale for warranty purpose)

SALORA WARRANTY CARD

Scope and duration of Warranty

This warranty of the product extends for a period of 12 months against manufacturing defects commencing from the date of activation. Terms & Conditions of warranty are as under:

- 1.** The warranty is confined to the first purchaser of the product only and is not transferable.
- 2.** Repairs during warranty period shall be on "Carry in" basis, wherein for service the customer shall bring the product to the service centre. The warranty doesn't cover cost of transportation of product to the service centre and back to the customers.
- 3.** Repairs under warranty period shall be carried out by the Salora Service Network or its authorized service centre only. The detail of service centre / support required are available at the Company's website www.salora.com or on the centralised customer care No. 1800 – 110 – 400 (Toll free from MTNL / BSNL) and +919582710400 (not toll free).
- 4.** Calls registered with the authorized service centre, wherein only cleaning of the unit / parts in the unit due to dust gathering on portions of the unit, general explanations / returning, particular software not being read / installed are not to be considered as defects. The Company does not undertake responsibility on the quality of software being used by purchasers.
- 5.** During the warranty period, seller or its authorized service network will repair or replace, at Seller's option, the product or any relevant parts thereof in the event that the product is found to be defective. The repaired product or the product/part provided as a replacement for a defective product/part shall be free from defect. The Purchaser of the product or his/her assignee ("Consumer") shall not be charged (whether for parts, labour or otherwise for the repair or replacement of a defective product during the warranty period. All replaced parts, boards or equipment shall become the property of Seller. 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 on the date when the

claim is entertained by the company.

6. The warranty in respect of a repaired or replaced product/part shall extend for the remaining warranty period of the repaired Product or replacement thereof to the Consumer.

7. This warranty is not applicable in any of the following cases:

- The product has been subject to abnormal use or conditions, improper storage, exposure to water or excessive moisture or dampness, exposure to excessive temperatures, unauthorized modifications, unauthorized repair (including but not limited to use of unauthorized spare parts in repair), abnormal voltage, abuse, accident, acts of god, spills of food or liquids, improper installation and breakage or damage (otherwise than by reason of any defect).
- Seller has not been notified by the Consumer of the defect in the product during the applicable warranty period.
- The product serial number code or the accessory code has been removed, defaced or altered.
- The product has been used with or connected to an accessory, software and / or services (i) not supplied by Seller or its affiliates, (ii) not fit for use with the product or (iii) used otherwise than in the manner intended.
- All plastic surfaces and all other externally exposed parts that are scratched or damages due to normal customer use.
- The product purchased is not used according to instructions given in the INSTRUCTION MANUAL, as determined by the authorised service centre / Company personnel.
- Defects caused by viruses.
- Defects caused by household pets, rats, cockroaches or any other animals or insects.

8. In case of any damage to the product / misuse detected by the authorised service centre personnel, the warranty conditions are not applicable and repairs will be done subject to availability of parts and on chargeable basis only.

9. Warranty does not cover normal wear and tear (including without limitation, wear and tear of camera lenses, batteries or displays).

10. Under no circumstance the Company is liable for loss directly or indirectly for any of the following:

- (a) Third party claims against customer for losses or damages.

- (b) Loss or damages to records, information or data.
- (c) Economic consequential damages including lost profits.

11. Except for the express warranties set forth above, seller grants no other warranties, express or implied, by statute or otherwise, regarding the product, fitness for any purpose or otherwise. Seller shall not be liable for the loss of use of the product, inconvenience, loss or any other consequential damage, arising out of the use of, or inability to use the product or for breach of any express or implied warranty.

12. Warranty does not cover settings, content, data or links, whether included/downloaded in product and Customer is advised to take back up for contacts SMS and other information of memory contents before handing over the unit for repair. The Company shall not provide hard disk backup service.

13. All warranty information, service locations, product features and specifications are subject to change without notice.

14. For any further information / assistance / consumer complaints, please mail us silkare@salora.com or contact customer service executive at Customer Care No. 1800 – 110 – 400 (Toll free from MTNL / BSNL) and +919582710400 (not toll free).

15. All disputes are subject to jurisdiction of Courts at Delhi only.

