

WARRANTY SERVICE POLICY & PROCEDURES

Intex offers warranty service for all our different mix of products. The warranty period differs per product group due to the nature of product's design, manufacture or expected use.

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

Categories of Products	Starting Date of warranty	Expiry Date of warranty
Serialized in i-Service	Date of Primary Sale or Sale Invoice date with Product serial number	Product Period as specified on the product from Warranty start date
Non Serialized but having Sticker Date	Specified Sticker Date or Sale Invoice date with Product Serial number	Product Period as specified on the product from Warranty start date
Non Serialized without sticker Date	Date of Proof of Purchase (POP)	Product Period as specified on the product from Warranty start date

Note: Sale Invoice should have a valid TIN Number or it is pre-printed for complete address and contact number of the sales partner. **Explanation of Terminology used:**
i-Service – Name of the Software through which the Job sheets are created.
Primary Sale – Direct Sale from Intex to its Super Stockist or Distributors or Consignees or customers
Sticker Date – Warranty Sticker pasted on or inside the product POP – Proof of Purchase

Warranty Coverage

Product Group	Warranty Period	Type of Warranty	Expected TAT**
IT Peripherals			
Add on Cards	One Year	RTB	3 Days
Add on Cards- All In One Mini Card Reader (IT-CR021)	6 Months	RTB	3 Days
Web Camera	One Year	RTB	3 Days
Ethernet LAN card / Hub / Switch	Two Years	RTB	3 Days
Fax Modem card (Internal)	One Year	RTB	3 Days
Head phone	One Year	RTB	3 Days
Keyboard	One Year	RTB	3 Days
Mouse	One Year	RTB	3 Days
TV Tuner	One Year	RTB	3 Days
Mini Home Cinema	One Year	RTB	3 Days
Speakers	One Year	RTB	3 Days
Subwoofers 2.1	One Year	RTB	3 Days
Subwoofers 4.1	One Year	RTB	3 Days
Subwoofers 5.1 / HTS / Tower Speakers	One Year	Onsite* / RTB	5 Days
Sound Bars	One Year	Onsite* / RTB	5 Days
Battery for UPS	Six months	RTB	3 Days
Gaming Pad	One Year	RTB	5 Days
Cooling Pad	One Year	RTB	5 Days
All Avoir products	Three Years	RTB	3 Days
Networking Wireless products --- ADSL Modem / Router	Three Years	RTB	5 Days
Power Products			
SMPS	Two Years	RTB	3 Days
UPS 600VA/ 700VA/ 800VA / 850VA / 1KVA	Two Years (One Year on Battery)	Onsite* / RTB	3 Days
Home UPS (Inverters)	Two Years	Onsite* / RTB	3 Days
Batteries for Inverters	18/24/36 Months	RTB	7 Days
CFL UPS 50VA	One Year	RTB	7 Days
Consumer Durables			
CRT TV	One Year	Onsite / RTB	3 Days

LCD / LED TV	One Year	Onsite / RTB	3 Days
DVD Players	Six months	RTB	3 Days
Subwoofers 2.1	One Year	RTB	3 Days
Subwoofers 4.1	One Year	RTB	3 Days
Subwoofers 5.1 / HTS / Tower Speakers	One Year	Onsite* / RTB	5 Days
Induction Cookers	One Year	RTB	3 Days
Washing Machine	Two Year	Onsite	3 Days
Telecom			
Mobile Phones	One Year	RTB	3 Days
Data card	One Year	RTB	3 Days
I-Tabs	One Year	RTB	7 Days
I-Buddy	One Year	RTB	7 Days
Mobile Green Battery	Six months	RTB	Same Day
Earphone	Three months	RTB	Same Day
Charger	Six months	RTB	Same Day
Power bank charger	Six months	RTB	7 Days

RTB – Return to Bench at Service Touch Points
* Onsite warranty applicable in selected cities (locations where Intex Service Touch Points / Intex Care Partner (IT / CE) are available) within municipal city limits. Onsite calls must be registered with centralized Helpline No. - 0124 434 4444, 1860 108 5555.
** TAT (Turn Around Time) – All efforts shall be done to complete the service within the mentioned period, however the same shall not be limited or binding.



General Terms & Conditions

- Intex's obligations are limited to repair of the defect or replacement of the defective part or at its discretion replacement of the product itself.
- In case of any damage to the product / misuse detected by the authorised service touch points personnel, the warranty conditions are not applicable and repairs will be done subject to availability of parts and on chargeable basis only.
- Warranty repairs must be carried out through Intex service touch points or Intex care partners (ICP). Warranty cover will be void, even if a repair has been attempted by any unauthorized service touch points. Intex shall not be liable for reimbursements, claims and damages that may result from the unauthorized repair of the product.
- In the event of repair / replacement of any parts of the unit, the warranty shall thereafter continue and remain in force only for the remaining period of the product warranty. Moreover, the time taken for repair and in transit whether under the warranty or otherwise shall not be excluded from the warranty period.
- In the event of repairs of any parts of the product, the company or it's authorized service touch points, reserves the right to retain any parts or components replaced at it's discretion in the event of a defect noticed in the equipment during the warranty period.
- The warranty does not cover demonstration, installation, normal wear & tear and to an external accessories or add-ons, that does not form part of the items supplied by Intex along with the product.
- The company's liability under this warranty shall be limited to repairs/replacement of parts, which is found to be defective.
- 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.
- This warranty shall not affect consumer's statutory rights under applicable Indian Laws.
- All disputes related with the warranty are subject to jurisdiction of Delhi Courts only.



The warranty is not applicable in the following conditions:

- If the stipulated warranty period as determined from the Proof of purchase has expired.
- The product is not used according to the instructions as stated in user's manual as determined by the authorised service touch points / company personnel.

- Modification or alteration of any nature is made in the electrical circuitry or physical construction of the product by any un-authorized person / agency.
- If the product is tampered by way of Installation / repair work by any un-authorized person / agency.
- Warranty does not cover defects or alleged defects caused by the fact that the product was used with, or connected to, a product, accessories, software and/or service not manufactured, supplied or authorised by INTEX or was used otherwise than for its intended use,
- Warranty does not cover user manuals or any third party software, settings, content, data or links, whether included/downloaded in the product.
- The serial no. on the product has been altered, deleted, removed or made illegible.
- If the product is found to be physically damaged, rusted, wet / moist / liquid damage or burnt.
- Damage of the battery caused by overcharging or failure to use in accordance with the specific instructions outlined in the product user manual. The batteries are charged by chargers other than those approved by Intex.
- Force Majeure: Defects due to cause beyond control like Fire, voltage surge, acts of God like earthquake, lightning, rain, flood etc.

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. Exchange units assume the remaining warranty of the original product. Some limitations and restrictions apply and these are subject to change without prior notice.