

# **WARRANTY POLICY FOR TELECOM PRODUCT**

**Version No: 1.2**

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Intex Technologies (India) Ltd.  
New Delhi

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**1 Introduction****1.1 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.

**1.2 Scope**

Policy is applicable to Telecom Products only. 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.

**1.3 Glossary**

RTB – Return to Bench

ICP – Intex Care Partners

## 2 Warranty Coverage

### 2.1 Coverage

S.No.	Product Discription	Service Type	Warranty Period
1	Mobile Phones	RTB	1 Year
2	Tablet	RTB	1 Year
3	Smart Watch**	RTB	6 Months
4	Smart Band	RTB	6 Months
5	Ear Phone / Data Cable	RTB	6 Months
6	Battery / Charger	RTB	6 Months
7	Charging Dock / Clip Cable	RTB	3 Months

\*\* iRist watch - Warranty Period - 1 Yr.

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

## 3 Policy Details

### 3.1 Warranty Terms and Conditions

1. Service shall be carried out through Intex service centers or Intex Care Partners (ICP).
2. In the event of repair / replacement of any part/s of the unit, this warranty shall there after continue and remain in force only for the remaining period of the product warranty.
3. 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 the Intex's discretion.
4. In the event of replacement/Repair 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 subassembly/ies replaced at its discretion. (In the event of a defect noticed in the equipment during the warranty period.)
5. The warranty does not cover demonstration, installation.
6. The warranty does not cover normal wear & tear of product or accessories.
7. The warranty is non-transferable.
8. The company's liability under this warranty shall be limited to repair/replacement of part/s, which are found to be defective.
9. Repairs during warranty period shall be carried on RTB / "Carry In" basis unless otherwise mentioned.

10. 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.

### 3.2 Warranty is not applicable in following cases:

1. If the stipulated warranty period as determined from proof of purchase, has expired.
2. The product is not used according to the instructions as stated in user's manual.
3. Modification or alteration of any nature is made in the electrical circuitry or physical construction of the product.
4. If the product is tampered by way of Installation /repair work by any un-authorized person / agency.
5. Any external accessories or add-ons, which are not supplied by Intex.
6. Site (premises where the product is kept) conditions that do not conform to the recommended operating conditions of the product.
7. If the warranty sticker / seal is tampered or damaged.
8. If the product purchased is "seconds".
9. If the product is found to be physically damaged, rusted, wet /moist or burnt.
10. Damage in transit to and from service center.

## 4 Revision History

Version No.	Date	Prepared By	Reviewed By	Approved By	Released By	Significant Changes
V 1.0	21-Jun-2016	Preeti Pandey	Mohd Shohaib	Arvind Raina	Business Excellence	New Format.
V 1.1	28-Jun-2016	Preeti Pandey	Mohd Shohaib	Arvind Raina	Business Excellence	Warranty of iRist added specifically.
V 1.2	8 <sup>th</sup> Sep-2016	Sonali Gaurav	Mohd Shohaib	Arvind Raina	Business Excellence	Warranty period of Data Cable revised. This version supersedes all the previous versions.