

DeCORE STANDARD WARRANTY

(Terms & Conditions)

Important

DeCore Branded products (hereinafter called "Product") are covered by a DeCore Standard Warranty Terms and Conditions (hereinafter called "Warranty"). To be eligible for this warranty, you, the end customer, must sign on the warranty card as an acknowledgement of the terms and conditions and return it to DeCore together with proof of purchase (either in the form of invoice or a copy of delivery challan) within 30 days of purchase.

Warranty Program: Terms & Conditions

1. DeCore (hereinafter called DeCore) warrants to you, the customer, that the DeCore branded product(s) shall be free from defects in the material and workmanship, arising under normal use, for a period of 1 year from the date of purchase.
2. This warranty covers only the replacement of defective spare parts and Labour only. Warranty does not cover Consumables & accessories such as batteries, Plastic/rubber parts or any physical breakage of any part. DeCore sole obligation under this warranty shall be, at its option, to repair or replace the Field Replaceable Unit (Hereinafter called 'FRU') with new or qualified used FRU at its option, in the event of failure or defect covered under this warranty arising during the warranty period. Any FRU repaired or replaced under the warranty shall be subject to the balance of the original warranty period applying to the product. Any FRU repaired or replaced under the warranty shall become DeCore's property. In no event shall De Core be liable to refund the price money.
3. DeCore makes no warranty or representation, either express or implied, with respect to any controlling equipment including but not limited to dimmers, controllers etc. attached with the DeCore Products, its quality, performance, merchantability, or fitness for a particular purpose. Nor does DeCore warrant that the functions contained in these controlling equipment will meet your requirements or that the operation of this controlling equipment will be uninterrupted or error free.
4. DeCore and its Service Centres reserve the right to request proof of purchase (either in the form of Warranty card/ certificate. Copy of delivery challan or invoice) with date of purchase showing model and serial number before accepting liability for any warranty claim.
5. The customer would bear the cost of replacing / repairing defective spare parts in case the product is out of warranty.
6. It is the customer's responsibility to remove any options, features, parts, alterations and attachments not under warranty service prior to handling of product to DeCore Service Point is not responsible for any damage to or loss of options, feature, parts, alterations, attachments, or any programs, data or other information store in any part of the product returned for servicing.
7. Any change of address has to be intimated to DeCore Service Point or 15 days in advance, so that remaining part of the warranty can be transferred at the sole discretion of DeCore to the new location. Warranty is transferrable only to those locations where the support is available from DeCore Service Point. If product is shifted to other location where DeCore Service Point are not available, then the customer needs to take the machine to nearest DeCore Service Point (The list is available with the reseller / DeCore Service Point) In case the product is covered under onsite warranty support, there will not be any refund of onsite support charges for the unused portion of onsite support warranty. If the reinstallation is required due to the above causes. DeCore service point may provide such service at its standard rate.

8. Warranty will automatically get terminated after the expiry of the warranty period specified in the Warranty Card, even if the product may not be used for any time during the warranty period for whatsoever reason.
9. All disputes, differences and questions whatsoever which shall arise between the party here to during the warranty agreement or afterwards, touching any clause or matter herein contained or the rights, duties and liabilities of the either parties in connection there with, shall be referred to sole arbitrator to be appointed by the chairman of DeCore. All such arbitration proceedings shall be held in Delhi and shall be in accordance with the subject to the provision of the Arbitration & Conciliation Act, 1996 or any statutory modification re-enactment thereof for the time being in force. The decision of the Arbitrator shall be final and binding on all Parties.
10. The customer may permit any third party to use the product but all the customer obligations under this warranty program shall remain in force and customer shall make good to DeCore all costs, damages and expenses resulting from such use.

Warranty annuls and will be understood immediately terminated under following conditions:

1. Any correction / alterations made in the printed configuration of original warranty card.
2. Any default in the payment of full price of the product supplied by DeCore or its authorised Reseller.
3. If the product or FRU warranty label / serial number has been altered or obscured.
4. Unauthorised modification, tampering, abuse or misuse of the product, repair in those cases where the product is being or has been serviced by a third party other than DeCore / DeCore Service Point.
5. Site conditions that do not confirm to the product's specification, such as unusual electrical conditions etc.
6. Other causes beyond DeCore or DeCore Service Point including but not limited to accident, natural disaster, damage caused by fire or water, riots, communal or civil disturbance, strikes, lighting or electrical disturbance, damage during transportation by customer and work performed or modification made by personnel other than DeCore employees or its Service Centres.
7. Change of ownership will automatically lead to termination of warranty.
8. Any Physical breakage or damage of the Product resulting in malfunctioning of the Product
9. Any other infringement of terms and conditions lead to termination of warranty.

Limitation

1. This warranty is valid in India only.
2. This warranty is in lieu of other express or implied warranties or condition DeCore specifically disclaims the implied warranties or condition of merchantability and fitness for a particular purpose.
3. No liability is accepted by DeCore or DeCore Service Point for loss of profit or any consequential loss.
4. Charges If the product is not in good working order as warranted, the sole and exclusively remedy of the customer shall be at De Core option to repair or replace the defective part or product. Replacement may be either new or like new. Expert such remedy in no event shall DeCore be liable for any damages of any kind, including but not limited to, direct or indirect damages, lost profit, lost savings or other special, incidental, exemplary or consequential damages whether for breach of contract, even if DeCore or its authorised resellers or DeCore

service point has been advised of the possibility of such damages or any claim by any other party.

5. DeCore shall not be liable to any telephonic / facsimile / telex communication charges, import duty / tax / licensing fee / transport / delivery / insurance cost or any transportation damages incurred in returning the FRU to DeCore or DeCore service point in support of a warranty claim and subsequently sending back to the customer at the location started.

Note: Receipt of warranty card at DeCore dully signed by the customer indicates your accepting of the warranty program terms & conditions, limitation and exclusions. De Core serves the right to alter or cancel this program at any time without prior notice.