

**SERVICE WARRANTY POLICY
FOR
Infrared Thermometer**

Version No: 1.0

Date: 20th Jun' 2020

Intex Technologies (India) Ltd.
New Delhi.

Copyright Notice

This document contains proprietary information of Intex Technologies (India) Ltd. No part of this document may be reproduced, stored, copied, or transmitted in any form or by means of electronic, mechanical or otherwise, without the express consent of Intex Technologies (India) Ltd.

Service Warranty Policy – IR Thermometer

Table of Contents

1 Introduction.....
1.1 Objective.....
1.2 Scope.....
1.3 Glossary.....
2 Product Group wise Warranty Coverage.....
3 Warranty Details.....
3.1 Warranty Terms and Conditions.....
3.2 Warranty not applicable in below conditions.....

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

This is applicable to Digital display Infrared thermometer.

1.3 Glossary

RTB	-	Return to Bench
ICP	-	Intex Care Partner
TRC	-	Test & Repair centre
POP	-	Proof of purchase

1.4 Implement from:

20th Jun 2020 onwards

2 Product Group wise Warranty Coverage

The IR Thermometer sold under brand **Intex** comes under one-year warranty period

* **Warranty Period:**

1. Product warranty will be considered complete 12 months from Date of End User valid proof of purchase (Dealer printed Tax Invoice with product details).

** **Replacement:**

1. Defective product to be replaced from respective Dealer/Distributor.
2. Distributor will send defective product to respective state service center once in a month along with all accessory, copy of End User Sale Invoice & technical Defect Tag

*****Carry in Calls**

1. In case customer walk in to ICP or TRC then the ICP/ TRC would create job sheet in I-service .
2. ICP team would check physical working condition of product as per given guidelines.
3. If the product working condition is OK, then he would guide to customer for its functions.
4. In case the product is defective then the product should be replaced under table replacement policy guidelines (Refurbished or alternate product)
5. The defective unit should be sent back to respective state service centre warehouse along with Job sheet & properly filled defect tag.

3 Warranty Details

3.1 Warranty Terms and Conditions

1. This warranty is confined to the end user of the product only.
2. This warranty is applicable only for the personal/domestic use of product by purchaser
3. The warranty is issued at New Delhi, and Courts at New Delhi shall have exclusive jurisdiction over matters covered or flowing from this warranty.

3.2 Warranty not applicable in below conditions

1. The product or its parts damaged, tempered, misused or mishandling.
2. The completed warranty card / invoice copy is not presented to authorized personnel at the time of repair/replace.
3. The product is not purchased from an Authorized INTEX Sales Channel.
4. The product is not used as per the instructions given in the instruction / user manual.
5. Defects caused by improper use as determined by the company personnel.
6. Modification or alteration of any nature is made in the electrical circuitry / physical construction of the set.
7. The original serial number/warranty sticker is removed, obliterated, or altered from the product / part.
8. The warranty would be void in case of battery leakage or liquid spill into the device
9. Defects due to cause beyond control like lightning, abnormal voltage, acts of God or while in transit to Service Centre or purchaser's residence.

Note: 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, subject to change without prior notice.

This is superseding of all previous versions.

Prepared by	Agreed by	Agreed by	Approved by
Devender Sharma	Amitabh Khurana sir	Sunil Bansal sir	CMD sir

-----End-----