

**SERVICE WARRANTY POLICY  
FOR  
Personal Care Appliances**

**Version No: 1.0**

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Intex Technologies (India) Ltd.  
New Delhi.

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## Service Warranty Policy – Personal Care Appliances

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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

This is applicable to All **Personal Care Appliances**.

### 1.3 Glossary

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

### 1.4 Implement from:

15<sup>th</sup> Jun, 2020 onwards

## 2 Product Group wise Warranty Coverage

All **Personal Care Appliances** sold under brand **Intex** will come under warranty period mentioned as below:

<b>Product Category</b>	<b>Warranty Period*</b>	<b>Service Type</b>
<b>Intex Hair Dryer</b>	24 Months	Replacement**
<b>Intex Hair Straightener</b>	24 Months	Replacement**
<b>Intex Hair Trimmer</b>	24 Months	Replacement**

**\* Warranty Period:**

1. Product warranty will be considered from Date of End User Sale Invoice.

**\*\* 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 with all accessory and copy of End User Sale Invoice.

^End User Sale Invoice should have a product serial number and valid GST Number, or it is pre-printed mentioning complete address and contact number of the sales partner.

### 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 and warranty will be void if product used for any Commercial purpose.
3. The warranty does not cover any accessories external to the system like Cable, Blades, Cutting Units, Shaver Heads & Foils.
4. 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 is used for commercial purpose instead of personal use.
2. The product or its parts damaged, tempered, misused or mishandling.
3. The completed warranty card / invoice copy is not presented to authorized personnel at the time of repair/replace.
4. The product is not purchased from an Authorized INTEX Sales Channel.
5. The product is not used as per the instructions given in the instruction / user manual.
6. Defects caused by improper use as determined by the company personnel.
7. Modification or alteration of any nature is made in the electrical circuitry / physical construction of the set.
8. The original serial number/warranty sticker is removed, obliterated or altered from the product / part.
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 superseded of all previous versions.

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