

TERMS AND CONDITIONS OF WARRANTY

The Warranty of products offered by Crompton Greaves Consumer Electricals Private Limited ("Terms and Conditions") shall be governed by following terms and conditions ("Terms and Conditions")

1. Each Customer availing purchasing a product of the Company agrees that he/she has read and understood these Terms and Conditions and shall be bound by these Terms and Conditions.
2. The Warranty Period for the products varies based on the models. The Warranty Period offered by the Company for the various models of the products is as follows:

Product	Comprehensive Warranty Period	Models	Motor Warranty Period
Cooker Hood	4 Years	CHD-QPVC90FLE-MBL	10 Years
		CHD-QPVB60FLE-MBL	
		CHD-QPVB75FLE-MBL	
		CHD-QPVB90FLE-MBL	
		CHD-QPVI60FLE-MBL	
		CHD-QPVI75FLE-MBL	
		CHD-QPVI90FLE-MBL	
		CHD-QPVC60FLE-MBL	
		CHD-QPVC75FLE-MBL	

Product	Comprehensive Warranty Period	Models	Motor Warranty Period
Cooker Hood	3 Years	CHD-SSC60BFX-MBL	10 Years
		CHD-SSC60FLX-MBL	
		CHD-SSC90FLX-MBL	
		CHD-SSB60BFE-MBL	
		CHD-SSI60FLX-MBL	
		CHD-SSI90FLX-MBL	

3. Any Warranty Period mentioned hereinabove shall be effective from the "Date of Purchase" of the product.
4. The Warranty of the product covers the defects in the product resulting from defective parts or manufacturing defect, provided such defects have occurred during the Warranty Period of the product and shall be subject to these Terms and Conditions.
5. The Warranty of the product shall not be applicable in cases, including but not limited to, any alterations are made in product, product is being used for commercial purposes, scratches, breakages, unauthorized installations, damage is caused to the product due to misuse, normal wear & tear etc.
6. Products or accessory discoloration / wear & tear is not covered under the Warranty of the Product.

7. The Warranty of the product shall not be applicable provided:
 - a. defect is caused by improper use, as determined by the Company authorized service personnel.
 - b. defect is caused due to cause beyond control like lightning, acts of God, abnormal water supply/pressure or while in transit from dealer's outlet to customer's residence.
 - c. damage to the product or any part/s caused due to transportation or shifting is not covered by the Warranty of the Product.
8. To avail the Warranty of the product, following steps shall be followed:
 - a. For installation, the Customer should call the toll-free number.
 - b. The Customers shall retain the original invoice and warranty card safely with them.
 - c. During installation, the Customers shall produce the original invoice to the Company's authorized service personnel, for verification.
 - d. The Customer should register on Company's Warranty Portal [SOM - Crompton](#) as mentioned in the user manual (provided along with the product) within 3 (three) months from date of the purchase of the product.
9. The Warranty of the product cannot be clubbed with any of the insurance or benefits or coverage subscribed by the customer's independently.
10. To avail the Warranty of the product, the product should have been installed through Authorized Service Center only.
11. The Warranty of the Product shall not be applicable if installation or repair work is carried out by person/agency other than the authorized Company personnel, or the product is not installed/used according to the instructions given in instruction/installation manual.
12. Site conditions, where the product is installed, does not confirm to the recommended operating conditions of Company products.
13. The Warranty of the product is limited to first purchaser of the product only i.e. warranty is not transferrable from first buyer.
14. The Warranty of the Product shall be applicable if proof of purchase, original GST purchase invoice with applicable model number and/or Warranty Card if not shown to the Company's authorized service personnel at the time of repair. In such cases service will still be provided, however on a chargeable basis as per the standard rates of labour and/or parts (as the case may be), prevailing at that point of time.
15. Only the first-time product installation with or without a ducting kit may be offered as Free of Cost (depending upon model number or if promotional scheme is announced by Crompton from time to time) for the first buyer only. For repeat installation requests and models not offered with Free installation and/or ducting kit, installation and/or ducting kit charges will have to be borne by the Customer. Contact Crompton Authorized Service Centre for more details on applicable charges and eligibility for Free installation and ducting kit charges.
16. **For all units installed beyond the municipal limits of the jurisdiction of the authorized service center, the travel cost expenses for service technician visit and other incidental costs will be borne by the Customer.**
17. In the event of repair/replacement of any part(s) or the appliance unit, this warranty will thereafter continue and remain in force only for the remainder period of the warranty period. Moreover, the time taken

for repair/ replacement and in transit, whether under the warranty or otherwise shall not be excluded from the warranty period.

18. The Company and its authorized service center reserves the right to retain any part/s or component/s replaced at its discretion in the event of a defect noticed in the product during the Warranty Period.
19. In case of any damage to the product due to customer abuse or repairs by un-authorized personnel or misuse detected by the authorized service center personnel/ technician, the Warranty of the Product shall be void and repairs will be done subject to availability of parts and on chargeable basis only.
20. The decision of repair or replacement of parts would be solely at the discretion of the Company.
21. If any colored internal or external components are replaced, there will be no commitment to ensure that the shades match with the original or other components. The replaced shades, patterns, tints may vary from the customer's unit due to continuous usage of the unit. Any matching components changed at the customer's request will be on chargeable basis.
22. Damage of any product or parts thereof caused due to any of the following reasons will not be covered under the Warranty of the Product.
 - a. Any misuse caused due to (but not limited to) handling, negligence, accident or unauthorized/ faulty installation;
 - b. Improper maintenance of the product by not abiding by the Company's printed User Manual;
 - c. Dirt, lime-scale or aggressive cleaning chemicals;
 - d. Un-authorized alterations to the products;
 - e. Normal wear & tear;
- 2 3 . While the Company will make every effort to carry out repairs at the earliest, it however is made expressly clear that the Company is under no obligation to do it in a specified period of time.
- 2 4 . This Warranty shall not cover any consequential or resulting liability, damage or loss to property or life arising directly or indirectly out of any defect in the Company products.
- 2 5 . The Company's obligation under the Warranty of the Product shall be limited to repair or providing replacement of defective parts only during the Warranty Period.
26. The warranty doesn't cover components like Glass, Washers, Rubbers, springs, plastic Items, heating film or consumable items unless explicitly mentioned in warranty table mentioned in user manual.
27. The Warranty of the product does not cover any accessories external to the product.
28. After completion of the standard product warranty period, in case of any part or product failure, standard service visit charges, labor and parts replacement charges will have to be borne by the customers, as per prevailing rates of the Company.

29. In case for any specific parts of the products are covered under any extended warranty period, part charges will not be applicable, as per the terms of the extended warranty period.
30. Any disputes will be subject to the jurisdiction of Mumbai Courts only.
31. The Warranty of the Product shall automatically conclude on the expiry of the Warranty Period including even when the product may not be in use for any time during the Warranty Period for any reason whatsoever.
32. The Company reserves the right to change, amend, suspend, shorten, modify, withdraw, discontinue, extend or cancel the Terms and Conditions at any time without any prior notice and the Customer shall not be entitled to claim any damages or any kind of compensation from the Company subsequent to such change.
33. The decision of the Company will be final and binding with regard to the Warranty of the product and the Warranty Period and no changes / claims will be entertained in this regard.