

WARRANTY

TERMS & CONDITIONS



SCOPE AND DURATION OF WARRANTY

Universal Digital Connect Limited ("the Company") on behalf of the manufacturer warrants the Purchaser that this Product (Mobile phone, accessory (battery, headset etc) is free from defects in material and workmanship.

The warranty terms and conditions are as follows:

1. The warranty period for handset is one year and for accessories (battery, charger, headset & data cable) it is six months, both periods commencing from the date of purchase of the handset.
2. The warranty does not cover external housing and cosmetic parts.
3. The warranty extends only to the original Purchaser of the Product and is neither assignable nor transferable.

TO AVAIL WARRANTY SERVICE

If a problem arises during the limited warranty period as aforesaid, the Purchaser should follow the procedure as narrated hereunder:

- The Purchaser should contact the Customer Care Number 1800 1025 111 (toll free), 0120 4505 800 or visit www.videoconmobiles.com or write to support@videoconmobiles.com for the location of the nearest Authorized Service Centre (ASC)
- If the Purchaser finds the above access inconvenient, he may contact the place of purchase for the location of the nearest Authorized Service Centre of the Company.
- In order to obtain warranty service, the Purchaser needs to bring the Product to the Company's Authorized Service Centre (ASC) at his own cost, together with all detachable parts, battery packs and charger. It must be delivered to the Authorized Service Centre along with the Proof of Purchase bearing the IMEI number, date of purchase.

GENERAL PROVISIONS

1. During the warranty period, the Company or its Authorized Service Centre may repair or replace at sole discretion of the Company, any defective handset or battery/charger, or parts thereof with new or factory rebuilt replacement item(s) and return the Product to the Purchaser in working condition. The Company may not charge the Purchaser for either the part or labour repair or replacement of the Product when in warranty. All replaced parts, boards or equipment shall then become the property of the Company.
2. The repaired or replaced item or part thereof shall stand warranted for the remaining warranty period only.
3. The Company or its Authorized Service Centre will be within its rights to demand the purchase receipt or other documents or information in respect of the date and place of purchase and the Purchaser shall be under an obligation to comply with such demand.
4. The Company neither assumes nor authorizes any Authorized Service Centre or any person or entity to assume for it any obligation or liability beyond that which is expressly provided for in this limited warranty.
5. All warranty information, product features and specifications are subject to change without notice.
6. All disputes are subject to the jurisdiction of the Courts of Mumbai only.

LIMITATIONS

1. The Purchaser shall have no coverage or benefits under this warranty in the event any of the following conditions are applicable:
 - The Proof of Purchase is not presented to the service engineer at the time of repairs being undertaken / requested.
 - The Product purchased is not used according to instructions given in the INSTRUCTION MANUAL, as determined by company personnel.
 - Defects caused by improper use, as determined by the Authorised Service Centre of the Company.
 - Modifications or alterations of any nature made in the circuitry by the Purchaser or unauthorized personnel, as determined by the Authorised Service Centre of the Company.
 - The Product is being used for commercial purpose.
 - The original serial number is removed, obliterated or altered from the Product.
 - Defects due to causes beyond control like lightning, abnormal voltage, or while in transit to Service Centre or to the Purchaser's residence.
 - Defects caused by household pets, rats, cockroaches or any other animal or insects.
 - In the event the Purchaser does not notify the Company in writing of any alleged defect or malfunction of the handset or battery during the applicable warranty period.
 - The handset has been used with or connected to accessory not supplied by the Company, not fit for use with the Product or has been used other than its intended use.
 - If the Product is damaged due to Force Majeure event or due to water spillage or liquid contamination or due to external circumstances.
2. Repair of this Product will be carried out on a carry in basis to the nearest Authorised Service Centre of the Company.
3. While the company will make every effort to carry out repairs at the earliest, it however is made explicitly clear that the company is under no obligation to do so in a specified period of time.
4. In the event of incomplete warranty card and invoice or bill, i.e. absence of dealers' sign, date and seal or expiry date etc, then the warranty shall cease to be in force.
5. Warranty does not cover accessories external to the equipment supplied by the dealer.
6. The Purchaser shall be billed for any parts or labour charges not covered under this limited warranty.
7. In the event of any unforeseen circumstance, and spares not being available the company's prevailing depreciation rules will be binding on the Purchaser to accept as a commercial solution in lieu of repairs.
8. The obligation of the Company under this warranty shall be limited to repair or providing replacement of part/s only. The maximum claim/s if entertained by the company will be subject to the prevailing maximum retail price of the Product purchased or the purchase price, whichever is lower. Except as expressly stated herein, the Company makes no other representation, either express or implied, regarding the Product. All warranties or representations, including implied warranties of merchantability and fitness for a particular purpose, title and non infringement are disclaimed.

VIDEOCON
MOBILE PHONE CARE

1800 1025 111
(Toll free number)

0120 4505 800

Log on to www.videoconmobiles.com
e-mail us at support@videoconmobiles.com