

## Kitchen Chimney: Chargeable Installation Terms & Conditions

Standard Installation Charges: Rs 600

Standard working hours: 9 am to 6 pm on Monday to Saturday except public holidays.

### Pre-requisites:

- The installation area must be safe for workmanship and product usage. Adequate lighting must be provided on the site.
- The installation area must be easily accessible. Above man-height locations such as above-the-ceiling or outside the kitchen are not acceptable.
- The free installation kit that comes along with the chimney consists of a 6ft aluminium flexible duct pipe, chimney mounting bracket, duct mounting bracket, screws for chimney mounting bracket and duct mounting bracket and rawal plug.
- Additional accessories that would be required for ducting mode of installation like c-clamps, washers, screws and end cap cowl cover and metallic foil tape will be provided by the technician on a chargeable basis.
- The old kitchen chimney, if any, should be easily dismantlable. While dismantling the old kitchen chimney, it is possible that the wall clamp/ old duct pipes/ c-camp/ end cap cowl cover, might get damaged. Therefore, it is advisable to purchase new accessories from the technician (apart from the standard accessories available in the installation kit that comes with the product).
- An operational power source (approximately 150 cm above the gas stove) and duct hole (approximately 16cm in diameter) must be available in the proximity of the installation area.
- The installation area/ wall over gas stove must have free space as per the requirement of the product. If there are cabinets above the gas stove where installation needs to be made, there should be a gap of 60.5cm for 60 cm chimney and 90.5cm for the 90 cm chimney between the cabinets.
- In case there is a window above the gas stove and installation is required on the window (grills), the feasibility of installation will have to be confirmed by the technician before proceeding with the installation.
- A valid marketplace invoice copy from the seller "V-Guard Industries Official" must be provided as proof of purchase.

### How to raise the Installation Request:

- You may raise the installation request through any of the following modes:  
**Website: [www.vguard.in/home/product-installation](http://www.vguard.in/home/product-installation) Customer Care: 1800 103 1300 (Toll free)/ 1860 180 3000 (Toll) E-mail: [customercare@vguard.in](mailto:customercare@vguard.in)**
- We urge you to raise an installation request after getting the product delivery.
- While raising the request please clearly mention your mobile number and complete address.

**Services Included:**

- V-Guard authorised technician will visit the site within 48 hours after taking prior appointment.
- The technician will dismount the old Kitchen chimney (if any) if the process does not require any additional cutting/special tools etc.
- After dismounting, the technician will mount your V-Guard Kitchen chimney and will connect it to the required accessories.
- The technician will connect the V-Guard Kitchen chimney to the pre-existing power and ensure that it is ready to use.
- We offer Pan-India installation service, however, locations beyond municipality limits may take extra time (>48 hours) for installation.

**Services not included:**

- Non-standard or complex installation/dismounting of the old kitchen chimney that requires additional equipment, labour support, ladder, etc.
- Installation at sites with difficult or restricted access such as 'above-the-ceiling', etc.
- C-clamp, end cap cowl cover, metallic foil tape, screws, plugs and washer is not a part of the installation kit and must be purchased separately.
- Power and Ducting provision - Additional work (if any) required to create a power source or a ducting hole or to bring them closer to the kitchen chimney mounting site will not be performed by the technician.
- Any additional services such as electrical work, core cutting etc. and any additional items such as extra ducting pipes, c-clamp, end cap, tiles, taps, wires, switches, etc.
- Any irrelevant request/ requirement i.e. if the registered request/ concern is different from the tasks/ jobs mentioned under the section 'Service Included' or if the actual requirement turns out to be different from the one for which the request was registered.
- The above-mentioned jobs/items are not part of the free installation and might attract additional charges if the technician visiting your home is equipped to perform the task.

**Note:** V-Guard reserves the rights to amend the product specifications, features, and services at any time without any prior notice. Any dispute arising out of or in connection with this Terms & Conditions shall be subject to the exclusive jurisdiction of the Courts at Kochi, Kerala.