

WARRANTY TERMS AND CONDITIONS

Why Do You Need A Warranty?

The warranty is provided against any manufacturing defects from the date of purchase. In case of any defects in material or workmanship under normal home use during the period of warranty, V-Guard undertakes the full responsibility of repairing the product FREE OF CHARGE through any of the V-Guard authorized service dealers or service associates.

Warranty Period

V-Guard offers a one-year comprehensive warranty on all its water purifiers from the date of its Purchase.

To schedule your installation please call us on:

1800 103 1300 (TOLL FREE) | +91 484 4335000 | 1860 180 3000 (TOLL) or

E-mail us at: waterpurifier@vguard.in

What This Warranty Covers

1. Repair or replacement of any part of the Water Purifier found defective within 12 months from the date of Purchase ("Warranty Period") with a functionally effective part.
2. Two preventive maintenance visits by V-Guard free of cost, during the warranty period.
3. Two External Pre-Filters will be changed free of cost in the first year i.e. External Pre-Filters will be changed in 5th month and 11th month.
4. No charges for the technician visit for genuine customer needs.
5. One time free Re-Installation support for the water-purifier unit.
6. The Product is intended to be used for domestic/residential purpose only.

What This Warranty Does Not Cover

1. The plastic body of the product, hence, it must be handled carefully to avoid breakage.
2. External Booster Pump, PRV (Pressure Reducing Valve) or any other additional accessory purchased separately.
3. Un-Installation of the product more than one time.
4. Transportation cost in case the customer is moving the product to another location.
5. Damage resulting from misuse, abuse, improper installation, repair, or maintenance. Improper repair includes the use of parts other than those approved or specified by V-Guard.

Warranty Will Be Null And Void If:

1. The user is unable to furnish the proof of purchase i.e. original invoice copy.
2. The product is not operated according to instructions published in this usermanual.
3. The product is installed/reinstalled/serviced/repared by any person other than V-Guard authorised dealer/service associate.
4. The original serial number of the product or any part thereof is removed, obliterated or altered.
5. The water supplied to the unit is not as per the conditions specified in this usermanual.
6. The Water Purifier is designed to operate at a voltage supply of 100 - 300 V at 50 Hz. Any failure due to operation of the machine beyond these limits will not be covered under warranty.
7. Damage is caused to the product due to an abnormally corrosive alkaline/acidic atmosphere.
8. Defects are caused because of factors beyond the control of V-Guard, like lightning, pests and vermin, abnormal voltage, wind, fire, floods or acts of God and negligence of the purchaser in using the product.
9. Damage or failure caused by unauthorized modification or alteration or use for purposes other than the intended purpose.

Other Terms & Conditions

1. This warranty is valid only for the original retail purchaser of the product and applies only to the product sold in India by the company directly or its authorized partner.
2. The warranty on the replacement model/Refurbished part shall remain in force only for the unexpired period of the original warranty based on the installation.
3. In case of repair, V-Guard shall endeavour to use new parts. If new parts are not available, however, then V-Guard will have every right to use refurbished parts.
4. In case the replacement of the entire unit is made, (subject to the sole discretion of V-Guard), the same model shall be provided as a replacement; if such model has been phased out, the equivalent model as determined by V-Guard shall be provided as a replacement.
5. V-Guard shall not be liable or be deemed to be in default for any delay or failure in performance resulting directly or indirectly from causes beyond its reasonable control including delay in repairing due to labour problem,

restrictions, and regulations of the government, public movement, war or any other unavoidable circumstances.

6. V-Guard or any of its authorised dealers/service franchisees can not be held liable for any sickness or illness due to the consumption of drinking water from any water purifier supplied by V-Guard, if maintenance and usage of the water purifier are not as per prescribed standards.
7. V-Guard reserves the right to change or improve design and specifications at any time, without any contingent obligations to prospective buyers or owners of the products previously sold.
8. Under no circumstances, the liability of V-Guard or its authorised dealer/service franchisee shall exceed the value of the product.
9. The customer will notify V-Guard properly about any defects noticed and give V-Guard or its authorised dealer sufficient opportunity to inspect, test and remedy them, for which the customer will deposit the goods, if necessary, with the V-Guard's office/service centre along with the original invoice, in the city where they are sold.
10. Inspection and test report of the V-Guard's office/service centre will be treated as final and binding under the warranty for determining defects, repairs/alterations required or carried out, or certifying working of the goods thereafter.
11. V-Guard or its authorised dealer will be entitled to retain any defective parts replaced under the warranty.
12. This warranty should be deemed to have been issued at Kochi, State of Kerala and courts at Kochi shall have exclusive jurisdiction on matters covered by or following from this warranty and the original purchaser alone shall have a cause of action arising out of the transaction.
13. V-Guard strongly recommends that customers avail of V-Guard Annual Maintenance Contract (AMC) to get timely service and maintenance, ensuring continued optimum performance of the product.
Please call our Call Centre 1800 103 1300 (TOLL FREE) | 1860 180 3000 (TOLL) for more details.

Note: Warranty will be void if the product is not used as per the suggested application. The warranty will not be applicable if product failure is caused by certain unusual conditions such as Water Logging, Misuse, Transit Damage during purchase, abnormal voltage supply, lightning, acts of God, or while in transit to or from the service centre. The warranty obligation does not also cover charges, if any, incurred on account of services rendered which are outside the ambit of warranty.

(Specifications are subject to change without prior notice)