

PUNTA INDIA PRIVATE LIMITED

Service Warranty Policy



PRODUCT	MODEL DESCRIPTION	WARRANTY	WARRANTY TYPE
PREMIUM/GAMMING CABINET	ALL MODELS	1 Year	CARRY IN
LED MONITOR	PIXELS P-154 HS/VIS, PIXELS P-16HS/VIS, PIXELS P-18HS, PIXELS P-18HW, PIXELS P-19HW, PIXELS P-20HW, PIXELS P-21HW	1 Year	CARRY IN
LED MONITOR	PIXELS P-18HW & PIXELS P-19HW	2 Years	CARRY IN
LED MONITOR	ULTRA SLIM LED 19HW, SLIM LED 20HW & FRAMELESS 21HW	3 Years	CARRY IN
MOTHERBOARD	P G41 (DDR II & III), PH61, P H55, B75, P H61K	1 Year	CARRY IN
MOTHERBOARD	NVME H61, H81 & H110	2 Years	CARRY IN
MOTHERBOARD	NEW MODEL P H61 & P H110	2 + 1 Years	CARRY IN
UPS	UPS 650VA (INCLUDING BATTERY)	2 Years	CARRY IN
UPS BATTERY	P-UB72(12V/7.2 AH T2)	1 Year	CARRY IN
POWER SUPPLY (SMPS)	DESKTOP SMPS	2 Years	CARRY IN
MOUSE	ALL MODELS (WIRED/WIRELESS)	1 Year	CARRY IN
KEYBOARD	ALL MODELS (WIRED/WIRELESS)	1 Year	CARRY IN
WEB CAMERA	ALL MODELS	1 Year	CARRY IN
HDD CASING	ALL MODELS	1 Year	CARRY IN
SSD	ALL MODELS	3 Years	CARRY IN
CPU COOLING FAN	ALL MODELS	1 Year	CARRY IN
WI-FI-RECEIVER	ALL MODELS	1 Year	CARRY IN
POWER STRIP	ALL MODELS	1 Year	CARRY IN
ETHERNET ADAPTER	ALL MODELS	1 Year	CARRY IN
PCI EXPRESS CARD	ALL MODELS	1 Year	CARRY IN
DC ADAPTER	ALL MODELS	1 Year	CARRY IN
LAPPAD	ALL MODELS	1 Year	CARRY IN
TONER CARTRIDGE	ALL MODELS	TESTING WARRANTY	CARRY IN
USB HUB	ALL MODELS	1 Year	CARRY IN
LAPTOP ADAPTER	ALL MODELS	1 Year	CARRY IN
HEAD PHONE	ALL MODELS	1 Year	CARRY IN

PRODUCT	MODEL DESCRIPTION	WARRANTY	WARRANTY TYPE
LAMINATION	ALL MODELS	1 Year	CARRY IN
LIFE STYLE PRODUCT	KARAOKE MIC	1 Year	CARRY IN
SPEAKER	USB & BLUETOOTH SPEAKER	1 Year	CARRY IN
LED TV	ALL MODELS	1 Year	CARRY IN / ON SITE FOR END UNSER ONLY
POWER SUPPLY (SMPS)	CCTV SMPS	1 Year	CARRY IN
SUB WOOFER	SUB WOOFER 2.1/ 4.1/ 5.1	1 Year	CARRY IN
SUB WOOFER	TOWER & DJ SPEAKER	1 Year	CARRY IN
SUB WOOFER	TROLLEY SPEAKER	1 Year (Six Months on Battery)	CARRY IN

WARRANTY GENERAL TERMS

- Warranty will be void on physically damaged, broken, electrical overload stress/track cut items, pin bend on PCBs or Motherboards, mishandled, faulty installation, burnt out, moisture damage, out of warranty and serial number tampered goods.
- The Limited Warranty does not apply to any:
 - Damage due to acts of nature or God, for example, lightning strikes, tornadoes and the like.
 - Negligence.
 - Commercial use.
 - Modifications to any part of the Product.
 - Damage caused by accident, abuse, misuse, flood, fire, earthquake or other external causes.
- Warranty is Void if the product is used for commercial purpose instead of personal use.
- Warranty is Void if the product is not purchased from an Authorized PIPL Sales Channel.
- The original serial number is removed, obliterated or altered from the product or packaging box.
- Defects due to cause beyond control like lightning, abnormal voltage fluctuation or while in transit to Service Centre or purchaser's residence.
- PIPL reserves the right to make final decisions regarding problem determination and the appropriate service option, subject to change without prior notice.
- In the event of repairs / replacement of any part/s of the unit, this warranty will thereafter continue and remain in force only for the unexpired period of the warranty. Moreover, the time taken for repair / replacement and in transit whether under the warranty or otherwise shall not be excluded from the warranty period.
- The PIPL or its ASP, reserves the right to retain any part/s or components replaced at its discretion in the event of a defect noticed in the equipment during the warranty period.
- The maximum claim's if entertained by the company will be subject to the current market operating price (MOP) of the product purchased or the purchase price whichever is lower.
- 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.
- The company's obligation under this warranty shall be limited to repairing or providing replacement of part's, which are found to be defective.

13. As per the Industry Standards TFT screen performs normally with no more than Five (5) improper pixels in total and no more than three (3) bright or three (3) dark pixels in line or at one place. PIPL retains the right to refuse any claim for repair or replacement of a TFT screen if the numbers of defective dots are five or less than five.
14. Obsolete items will be replaced with the new capacity against difference in amount decided by us.
15. The liability of PIPL towards the customer is limited strictly to the extent of the cost of the product sold, covered under the invoice or current MOP whichever is lower and not liable for any incidental and/or consequential damages claimed by the customer. PIPL shall not be liable for any third-party claim arising out of the case of invoiced goods. The customer shall keep PIPL indemnified from/against such claims.
16. PIPL reserves the right to reject any material received for warranty without manufacturer's original packaging.
17. Customers are required to approach the given PIPL **Branch/ASP/Support Ticket on Website** for all products covered under manufacturer's STANDARD warranty.
18. Customer shall be responsible for bringing and collecting the Product from our Branch Service Centres or ASPs at his/her own cost. PIPL reserves the right to refuse the warranty in case the warranty card or proof of purchase is not produced by the customers.
19. To register a complaint – Distributor/Dealer/Reseller/End User has to write us on service@puntaglobal.com or call at +91 8100088088 with the following details. 1. Product Serial No and Customer Category. 2. Name & Contact details. 3. Date of Invoice and Dealer Name. RMA / Complaint Number will be provided by the concerned person @ PIPL's end. Further course of Action will be informed by Concerned Person @ PIPL's end.
20. Invoice is the proof of purchase for the product and the warranty period which commences for **Distributors/Dealers/End-User** from the date of billing directly from PIPL. Two (2) Months of Extra Warranty shall be provided as a buffer only for the Dealers and Distributors. PIPL will not be responsible for any additional warranty claims in case the **Distributors/Dealer/Reseller** sells the product late (i.e., Warranty Period +2 Months Buffer from the date of PIPL direct Billing).
21. **Dead On Arrival (DOA)** will be valid for the **Distributors/Dealers/Reseller/End-User** only if made available with the Original Box pack along with all the Accessories, Manual and in good saleable condition, subject to the DOA validity criteria of 3(Three) Months from the date of the Direct PIPL billing to the respective Distributors/Dealer duly satisfied. PIPL is not responsible for any additional months of a claim for any such DOA case if the **Distributors/Dealers/Reseller** sells the product after Three (3) Months of direct billing from PIPL, hence it will be treated as a normal warranty claim.
22. **Transit Damage** cases are only for the Distributors and must mention the condition of Damage material in POD. Distributor provide the copy of invoice against which material damaged in transit also images and videos of damage material with in prescribed time for submitting request by Punta to transport/insurance. If "damage details" or "subject to verification" remarks not found on POD the case will not be entertained.
23. **Battery** warranty is void if the physically damage or bulge due to overcharging and wires have been soldered on the terminals. If the battery connected in a string are of different AH capacities or combined with other makes, incorrect charging & due to faulty UPS system.
24. This warranty applies only to the original purchaser and it is Non-Transferable.
25. The warranty is not valid on the products sold as Seconds.
26. The warranty is not applicable for physically damaged, rusted, glued, tampered or burnt products, spares missing or unauthorized spares used.
27. Repair will be carried out on PIPL discretion (Subject to compliance of warranty terms) through the Company's Service Centre or its Authorized Service Centre / Distributors / Dealers.
28. If authorized service centre does not exist in your Area, you can call nearest PIPL -Service Centre for further course of action.
29. PIPL shall make all possible efforts to carry out the repairs and return of the equipment within stipulated TAT (Turnaround Time) after receipt of the same. However, the Company shall not be liable for any consequences arising due to delay under circumstances beyond its control.
30. Defects caused due to factors beyond the company's control such as lightning, abnormal voltage, Acts of God/Natural calamities or while in transit to service centre or purchaser's residence and from customer induced damage. (CID).
31. All defective equipment shall be received on freight "PREPAID" basis. The Company shall bear the return freight to the customer. Under the circumstances of equipment's being received on "TO PAY" basis, Company shall recover the freight amount before sending the equipment's on Freight "PREPAID" basis. The same may be paid by the Party before dispatching.

32. Parties are requested to send appropriate statutory papers like: Road Permits, State Way Bills, etc along with the defective equipment. Company would not be liable for any Consignment Hold in Transit or delay arising in the replacement due to nonavailability of these documents
33. Same colour combination cannot be committed in the event of replacement. Customer will have to accept the replacement with available colour combination in stock.
34. In the event of replacement, if same model is not available then equivalent value alternate model can be issued. Price of product will be referred as current market price (MOP) or user invoice price, whichever is lower.

Replacement:

- 1) In case of any product having already reached the End of life it will be replaced with the nearest equivalent PUNTA brand product having the nearest price value of old one at the sole discretion of PIPL.
- 2) In case of non-availability of a particular model due to change of Technology/Specification an equivalent will be issued subject to availability. If none of the equivalent is available, a new product of higher technology or specification will be issued after charging the difference amount as per the prevailing market operated price (MOP).
- 3) If customer is not willing to go for the higher model by paying difference amount, a credit note will be issued to the Dealer/Distributors only, after deducting the depreciation of 33% value per year as per the original billing for the tenure which customer has already used. As a policy, in none of the cases the end customer will be entitled to a credit note and it will be routed through the PIPL Distributors/Dealers with whom the end customer has purchased.

Out of Warranty Material:

1. For out of warranty products, the PIPL will provide the estimated cost before the actual repair. The Estimate does not guarantee the 100% repair. If not repaired, the product will be returned back at no cost. PIPL will do sincere repair attempts we cannot guarantee to restore the original symptoms.
2. Equipment wherein the stipulated warranty period has expired.
3. Equipment where the warranty sticker is tampered/Torn.
4. Equipment is repaired by unauthorized persons or due to customer-induced damage (CID). Equipment which doesn't fall under the above-mentioned warranty conditions.
5. The product got defective due to an abnormal condition like flood/high voltage/thunder/transit damage/accident.

Credit Note:

For Any product which is beyond repairable or a suitable replacement with an equivalent model is not available within 45 days of receipt of RMA material at Service Centre, a credit note shall be issued by PIPL (at its sole discretion) to the Distributors/Dealers from whom the product is purchased, which will be of the present market-determined price or the price at which the product was initially purchased, whichever is deemed lower. This credit note can then be adjusted against next billing with PIPL. But where the PIPL service centres are not present and where our mobile engineers visit for service if the product is not rectified within a frequency of a minimum of two visits, then only we can consider to issue a credit note. At none of the circumstances End-User/Customer will be entitled to a Credit note as a policy.

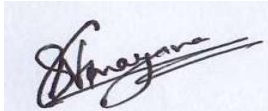
Sales Return:

As a policy PIPL will not entertain any claims for sales return. But in unavoidable cases such as a receipt of faulty lot of peripherals which is duly confirmed by PIPL-HO, it will be replaced by the equivalent available model with the nearest price or sales return will be issued after consultation with the PIPL Distributor/Dealers/Reseller. And at any circumstance an End-User will not be entitled to sales return. PIPL expressly disclaims all other warranties than stated hereinabove, expressed or implied, including without limitation implied warranties of merchantability and fitness for a particular purpose to the fullest extent permitted by law.

Limitation Of Liability Under Product Warranty:

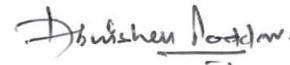
1. This Limited Warranty applies only to the product market by or for PIPL, that can be identified by the "PIPL" trademark, tradename, or logo affixed to it. "PUNTA"
2. YOU AGREE THAT PIPL'S LIABILITY IN ANY DISPUTE WILL BE LIABLE TO AN EXTENT OF THE TOTAL AMOUNT YOU PAID FOR THE ORDER OR PRODUCT AT ISSUE.
3. PIPL will provide support services to 'out of warranty' products, provided the said products and spare parts are available in its inventory. In case of lack of availability due to the products/spare parts due to reasons attributable to advancement in technology, innovation, new product launch, etc. PIPL, at its sole discretion, may offer to provide the customer with an upgraded product or a refurbished product. The cost of the upgraded product or a refurbished product, which is not negotiable, may vary from product to product and the customer will be required to bear the same.

Prepared by



G Surya Narayana
(Service Head)

Approved by



Abhishek Poddar
(Managing Director)

**Also note previous all service policy will stand cancelled going forward.