

NEX ("Company") confirms that in a rare case of any defects in material or workmanship in the product bought by the customer (the "Customer"), the Company shall rectify such defects, carry out such repairs / replacement (as the case may be) free of charge during Warranty Period as mentioned in this warranty card ("Warranty Services"). The Company shall in no event be replacing the products as a part of the Warranty Services unless and until there is an irreparable manufacturing or design defect in the product.

The period for availing Warranty Services will begin from the date of purchase as mentioned in the valid cash memo/tax invoice (in any mode) duly filled, stamped, and signed by the authorized dealer of the Company ("Invoice") till the product shall void this warranty. Further, the products shall be used only as per the instructions of the Company as per the instruction manual provided with the product. Any defect / damage / deficiency caused due to the non-compliance with the instructions in the instruction manual will void this warranty. As to whether a product has been used for the specified purpose or not in accordance with the instruction manual, the decision of the Company or its deputated personnel shall be final and binding of the Customer.

As a part of the Warranty Services, the Company may at its sole discretion, provide the Warranty Services as a home service for any issues related to the product as covered under this warranty card during the Warranty Period, subject to the terms and conditions herein. The Company shall not be obligated to provide any of the Warranty Services post the Warranty Period.

TERMS & CONDITIONS OF WARRANTY SERVICES

1. The Company's products are warranted solely against manufacturing or design defects. It is expressly informed that the product is designed for use only in a manner provided in the instruction manual and any other form of usage of the product shall void this warranty. Further, the products shall be used only as per the instructions of the Company as per the instruction manual provided with the product. Any defect / damage / deficiency caused due to the non-compliance with the instructions in the instruction manual will void this warranty. As to whether a product has been used for the specified purpose or not in accordance with the instruction manual, the decision of the Company or its deputated personnel shall be final and binding of the Customer.

2. The Warranty Services during the Warranty Period can only be availed by the first purchaser of the product and is not transferable and nonassignable. The Customer must preserve this warranty card and the Invoice issued in its name to prove that they are the first purchaser of the product.

3. The Customer must raise any defects / deficiency in the product within three (3) days of the valid invoice date or the date of purchase of the product, failure of which will make the Customer ineligible for any refund in relation to the Product.

4. The Customer must present the warranty card and the Invoice as a precondition before availing Warranty Services for the product as well as any related spares in the absence of which the Company may refuse Warranty Services. Any warranty card/Invoice that is not stamped, duly filled, and signed by the authorized dealer of the Company will be treated as invalid and no Warranty Services will be provided in such an event. In the event of any e-commerce purchase, absence of a valid cash memo will void the warranty. The decision of the Company or the Company's deputated personnel in this regard shall be final and binding on the Customers.

5. In the event, the Customer decides (at its discretion) to carry in the product to the Company's authorized service centre/authorized dealers for any rectification of defects, they should carry the Invoice along with the warranty card to avail the Warranty Services. In such an event, the Customer is responsible to take care that the product is not damaged while transporting to the authorized service centre/authorized dealer. The Company does not cover cost of transportation to and from the authorized service centre/authorized dealers and no reimbursements for the same can be claimed from the Company.

6. In the rare event that the Customer is located beyond the municipal limits of the jurisdiction of the Company's authorized service centre/authorized dealers and requests the Company to collect the product from that place for the purpose of availing Warranty Services on the product, the Company may provide such services at its sole discretion. This Warranty Service may be provided subject to all expenses incurred in collection and return of the product, as well as the expenses incurred in connection with deputing of personnel/ technicians required to and fro travel, commensage and other incidentals etc. is borne by the Customer. This home service facility will solely be at the discretion of the Company and is not binding on it.

7. Any repairs done on the products or any part/s of the product during the Warranty Period, will in no event extend the Warranty Period. The Warranty Period is limited as provided herein, irrespective of the period the product unit was not in use, in case of not giving proper performance, was under breakdown, or was under repair(s) by Company's authorized service centre/personnel. Additionally, the time taken for lodging any service request and the time for responding is also covered within the Warranty Period.

8. The Customer shall have to pay a visiting charge post the Warranty Period towards inspection, if applicable, in the event of repairs/replacement of specific parts on which warranty is more than product warranty as mentioned herein, the specific parts will be repaired/replaced free of cost but consumer needs to pay service charges for the product as may be applicable post the Warranty Period will be payable by the Customer. However, the Company is not obligated to provide any Warranty Services even for a charge.

9. The Company / its authorized service centre/ authorized dealer reserves the right to retain any part/s or components of the product replaced at their discretion. The Company shall have exclusive right to replace the defective / unserviceable parts or components with the parts or components which may be new or refurbished free of charge during the Warranty Period.

10. The Warranty Services will not be applicable on accessories external to the product and non-standard parts, i.e. the parts of a product that is purchased from unauthorized dealers/stores that are not authorized by the Company. To avail any Warranty Services on the accessories related to products, the terms, and conditions of the warranty of such accessories will apply.

11. Any repair or replacement carried out on the product or any component thereof by any other person apart from the authorized dealers or through the Company's Authorized Service Centers shall absolve the Company of any warranty herein.

12. The Warranty Services do not cover demonstration / installation of the product purchased. Any installation of the products should be by or under the supervision of authorized personnel of the Company/authorized service centre/authorized dealer, as may be applicable.

13. In the event of any unforeseen circumstances, wherein spare parts are not available, the Company's prevailing discretion rules will be binding on the purchaser to accept as a commercial solution in lieu of repairs/replacements. If such spare parts are unavailable during the Warranty Period, full Invoice value of the product will be refunded to the Customer, subject to the Customer presenting the valid Invoice. The depreciation rules for post-Warranty period are mentioned herein below. The decision of the Company in case of any conflict arising out of these circumstances and the amount of refund payable to the Customer, shall be final and binding on the Customers.

DEPRECIATION RULES:

TIME PERIOD	AMOUNT TO BE PAID BY THE CUSTOMER
If the product warranty expired less than 1 year	50% of the actual price paid by the customer.
If the product warranty expired more than 1 year but lesser than equal to 2 years	25% of the actual price paid by the customer.
If product warranty expired more than 2 year	No refund shall be provided

It is clarified that "actual price" paid shall be determined by the invoice/bill copy. It shall be net of any discounts/offers/cashbacks so received by the Customer.

14. The Company's obligation under this warranty shall be limited to repairing or providing replacement of part/s, which are found to be having manufacturing or design related defects only and shall not be applicable for any other type of defect, than expressly mentioned herein.

15. In the event of any doubt regarding any condition mentioned in this warranty card, including but not limited to authenticity of products, cash memo, invoice, warranty card, parts of the product etc., the decision of the Company shall be final and binding on the Customer.

16. The warranty is issued at Mumbai, and Courts at Mumbai shall have exclusive jurisdiction over matters covered or flowing from this warranty.

17. The Company shall not be held liable for any indirect, special, incidental, punitive, exemplary, consequential, or economic damage or loss (including but not limited to loss of profits, data, anticipated savings, personal injury and goodwill) or business opportunities arising from or related to the Warranty). The Company's liability under or in relation to this Warranty shall be limited to the purchase price of the product or the Maximum Retail Price thereof, as stated on the packaging of the product, whichever is lower.

18. To the extent permitted by law, this warranty is our only warranty concerning the product and the remedies set forth herein are exclusive and in lieu of all other warranties, remedies and conditions, whether oral, written, statutory, express or implied. The Company disclaims all statutory and implied warranties, including without limitation, warranties of merchantability and fitness for a particular purpose and warranties against hidden or latent defects, to the extent permitted by law. In so far as such warranties cannot be disclaimed, Company limits the duration and remedies of such warranties to the duration of this express warranty and, at Company's option, the repair or replacement services described herein.

THIS WARRANTY IS NOT APPLICABLE IN ANY OF THE FOLLOWING CASES:

- The product is not purchased from an authorized seller/dealer of the Company or the warranty card / invoice is not duly filled, stamped by the Company's authorized dealer.
- The complete warranty card and the Invoice is not presented to the service personnel in the time availing Warranty Services.
- The product installation, use and maintenance are not done as per instruction given in the instruction manual or in the presence of authorized personnel of the Company, as may be applicable.
- Defects are caused by improper use, negligence or recklessness or non-adherence with the instructions provided in the products instruction manual by the Customer.
- Repair work is carried out by persons/agency other than authorized by the Company.
- If the product is used for any other purpose than it is supposed to be commonly used.
- If the original serial number on the warranty card / Invoice is removed, obliterated, or altered with.
- Defects caused by the Customer ignoring or not following the caution/warning statements listed in the instruction manual.

9. Defects that have been caused by reasons beyond control of the Company due to misuse, alteration, modification or negligence by the Customer including but not limited to any damage caused during transit by the Customer to service centre or Customer's residence, poor maintenance, damage to the product caused by insects/rodents, improper electrical supply/load, voltage fluctuations, unauthorized adaptations or adjustments to the product etc.

10. If the accessories/components of the products separately purchased and used in the product without adhering to the instructions specified by the Company and any loss/damage is caused due to use of end product.

11. The Company shall not be held 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 caused due to non-availability of any component or accessory, labor problem, orders, restrictions and regulations of the government, public movement, pandemic, epidemic, lockdowns, war and any unavoidable circumstances, specially vis-a-vis the import of supplies and raw material if the Company is otherwise prevented from performing its functions under Warranty Services.

12. The defect/damage to the product or any harm to the Customer was because while using such product, the Customer or any other person using the product was under the influence of alcohol or any prescription drug which had not been prescribed by a medical practitioner.

13. The warranty does not apply to:

- Electroplated finish, surface coating, body aesthetics, plastic parts, bakelite pans, rubber/ nylon pans, cord wiring, push buttons and bulbs and wearable parts etc.
- Normal wear and tear of parts.
- Damage/distortion resulting from accidents, mishandling falling, toppling, improper use/cleaning or negligence on the part of Customer and fluctuation in supply voltage.
- Damage resulting due to usage of power supply other than specified in the instruction manual.
- Frequency over 50 Hz, due to use of inverters, generators, etc.
- For humming noise generated due to usage of electronic fan regulators of any make or use of inverter/generator.
- Breakage of glass parts.
- Failure due to water ingress, dust/foreign particle deposition.
- Use of manual regulator for remote control operated fans.
- The Customer has replaced the capacitor with under/over-rated value capacitor.
- Use of product in non-conductive environment.
- Speed variation due to malfunctioning of regulator.
- Mixing of blade leaves with another blade set.
- Performance variation resulting from down rod not used as per the instruction manual.

"Warranty on in-built rechargeable battery installed in the fan (i.e. in-built battery) shall be valid for period of 06 (six) months from the date of invoice, or for period of 09 (nine) months from the date of manufacture of the in-built battery, whichever is earlier."



For service / complaint please write to us at : care@nex.in or Consumer Care Cell, Bajaj Electricals Ltd., Rustomjee Aspire, Bhanu Shankar Yagnik Marg, Off. Eastern Express Highway, Sion (East), Mumbai 400 022.

CONSUMER CARE NO. - 022-41930000 | WHATSAPP NO. - 7045130000