**Wespro Warranty Policy**

WESPRO DIGITAL PVT LTD warrants to the purchaser of this set that it is free from defect in material and workmanship. The product is warranted against manufacturing defects for a period of 1 year (6 months for Mobile phones) from the date of purchase as per terms & conditions maintained here below. In the event of any complaint, contact our nearest WESPRO Service Centre.

Replacement Policy- 100% free replacements for the defective products received within 1 month of purchase provided it's a manufacturing defect\*.

Repair Policy- Repairs will not be charged to the customers if the product is within 1 Year (6 months for Mobile phones) Warranty Period. Products received for repairs after expiry of warranty period will be repaired on chargeable basis.

Customers will pay one way freight to the service center/Wespro Mumbai office, incase it is couriered and not hand delivered for service and one way courier will be borne by Wespro/service center.

Material received in damaged condition for repair/service to Wespro/Service center will be returned as is and will not be covered under warranty. Transit damage from customer to company will be to Customer’s account and Wespro will not be responsible for any reimbursements.

If customer receives the product in damaged condition, he should bring it to the notice of courier person immediately.

All the material for service should be sent in packed condition, with proper box packaging to avoid damage in transit, failing to which, **if damaged, product will be sent back to customer without service**.

Following defects are considered as Manufacturing Defects:

1. Product Dead on arrival
2. LCD Dead
3. Any of the accessories dead on arrival (# Accessories not part of standard warranty and will not be replaced after 1 month of purchase.)
4. One of the features is not working

TERMS & CONDITIONS

1. The warranty is void if the set is not used in accordance with the instructions given in the instruction manual.
2. The warranty does not extend to set which has been damaged due to misuse, neglect, accident or improper installation. Damages caused by pests or by natural calamities are also not covered by this warranty.
3. The warranty does not cover loss or damage in transit, whether carries by the company’s transport or by the purchaser.
4. The company shall not be liable for any delay in rectifying the sets, in the event of non-availability of the components & shall in no way be responsible for any losses direct or indirect, arising out of the delay, if any.
5. The warranty does not hold good, if the sets is repaired by any agency non authorized by the company, the serial number of the set is deleted or altered or if any modification is made in the circuitry of the set.
6. **The warranty does not extend to accessories, if any, supplied with the set.**
7. In the event the set requires attention, the purchaser should arrange to deliver the same to the nearest service centre at his/her own cost.
8. The warranty shall be confined to the first purchaser of the set only.
9. The warranty is issued subject to the jurisdiction of civil courts at Mumbai only.
10. All the data present in camera/camcorders/mobiles/SD card/ Micro SD card may get erased after repairs. Customer has to take the backup of his / her data at his cost. Company is not responsible for the losses of the data present in any product sent for repairs to the service center/WESPRO mumbai office.
11. For units installed beyond the municipal limits of the jurisdiction of the authorized service centre/company's service centre/authorized dealer's service centre, all expenses incurred in collection the unit or part/s thereof from the company's service centre/authorized service centre/authorized dealer's service centre, as well as expenses incurred in connection with deputing of service personnel/ technicians towards to and fro travel, conveyance and other incidentals etc. will be borne by the customer.
12. The warranty does not cover demonstration/ installation of the product purchased
13. In the event of repairs of any part/s of the unit, this warranty will thereafter continue and remain in force only for the unexpired period of the warranty. The time taken for repair and in transit whether under the warranty or otherwise shall not be excluded from the warranty period.
14. 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.
15. Warranty does not cover defects caused by the fact that the battery has been short-circuited or by the fact that the seals of the battery enclosure or the cells are broken or show evidence of tampering or by the fact that the battery has been used in equipment other than those for which it has been specified.

NOTE:

1. The warranty stands void in case of transfer of ownership of this Set.
2. In case of replacement of any part the defective part shall owned & possessed by the company