

## **ABS WARRANTY POLICY**

In line with ABS motto of CUSTOMER FIRST:

- All ABS products are warranted for 13 months from the date of invoice, as per respective OEM Warranty policies.
- All products sold by ABS are warranted to be free of defects in materials and workmanship under normal use, subject to the exclusions and limitations as per Annexure.
- All complaints during warranty period will be attended on FOC basis at our authorised service centers. Thus if the customer believes a product is defective, the product must be delivered, or shipped freight prepaid, to the nearest ABS Service Center.
- Warranty cover will be void, if a repair has been attempted by any unauthorized service centre. ABS shall not be liable for reimbursements, claims and damages that may result from the unauthorized repair of the product.
- Products that conform to this warranty will be repaired or replaced at ABS's expense and returned by ground transportation, freight prepaid.
- In case of on-site service required, the charges for the ABS technician's travel and accommodation are chargeable to customer and should be pre-approved before the technician's visit to the site.
- Repairs are warranted only for the changed part for 6 months from date of repair
- ABS warranty is expressly limited to persons who purchase ABS products or parts. This warranty is exclusive, and ABS makes no other warranty of any kind whatsoever, expressed or implied, with respect to the products manufactured and sold by it, whether as to merchantability, fitness for a particular purpose, or any other matter. No agent, employee or representative of ABS has any authority to bind ABS to any affirmation, representation or warranty concerning ABS - products or parts, except as stated herein.
- If any ABS product cannot be repaired on site, FREE loaner equipment will be made available upon request, while under warranty, subject to availability.

- The warranty is valid only when the warranty card is properly completed, and upon presentation of the proof of purchase indicating the date of purchase, model and serial no. of the product. ABS reserves the right to refuse warranty if this information has been removed or changed after the original purchase of the product.
- ABS's obligations are limited to repair of the defect or replacement of the defective part or at its discretion replacement of the product itself.
- Repair or replacement under the terms of this warranty does not provide right to extension or renewal of the warranty period. Repair or direct replacement of the product under the terms of this warranty may be fulfilled with functionally equivalent service exchange units.

## ANNEXURE

### Warranty Exclusions:

- Electrical spare parts including PCB cards used in the repair
- Mechanical seals, washers, bearings
- Consumables like oil, hoses, rubber items, electric cables, transformers, pressure gauge
- Accessories, sockets, inserts, special reaction arm
- Any repair or breakdown due to mishandling , misuse of tools , wrong operational practices , lack of proper maintenance or due to poor handling / housekeeping
- Abuse or misuse, including but not solely limited to the failure to use this product for its normal purposes or in accordance with ABS's instructions on usage and maintenance.
- Defects resulting from usage of the product in conjunction with accessories that are not approved by ABS for use with this product.
- Failure of the product arising from incorrect installation or use not consistent with the instructions and technical or safety standards prescribed in the product user manual.
- Accidents, Acts of God, lightning, water, fire, public disturbances, improper ventilation, voltage fluctuations or any cause beyond the control of ABS.
- Unauthorized modifications carried out to the product in order to comply with local or international technical standards in countries for which this ABS product was not originally designed.
- The serial no. on the product has been altered, deleted, removed or made illegible.

This warranty is not transferable. This warranty will be the purchasers' sole and exclusive remedy and neither ABS nor its service centres shall be liable for any incidental or consequential damages or breach of any express or implied warranty of this product.

The above policies are for warranty service and the customer will be responsible for any costs associated with non-warranty conditions. ABS reserves the right to make final decisions regarding problem determination and the appropriate service option. Exchange units assume the remaining warranty of the original product. The service terms and conditions are subject to change without prior notice.

All disputes subject to Thane jurisdiction.