



LUXURY TELEVISIONS

California

## VU Warranty Terms & Conditions:

We thank you for having purchased Vu product and are sure you will enjoy it. In the event of your product requiring service, please contact the Vu Toll Free No. (1800-22-8455) for assistance. We advise that you read the instruction manual carefully.

Vu technologies P Ltd. (hereafter, "Vu") warrants the product to be free from manufacturing defects during the period indicated in the section-"Valid Up to" on warranty card. This non-transferable warranty is only for the first end user on purchase from Vu. Vu Centers / Vu Authorized Service Centers will repair the product on the terms and conditions below:

### Warranty Period (12 Months)

- 1) This warranty is confined to the first purchaser of the product only. Proof of Purchase is a Pre-Requisite to claim warranty. Vu reserves the right to decline warranty service, if the above documents are not presented or if the information contained is incomplete or the Warranty Card is found tampered.
- 2) Repair or replacement will be carried out through the Company's Service Centre or its Authorized Service Centre or its Dealer's Service Centre.
- 3) 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. In case the replacement of the entire unit is being made, (subject to the sole discretion of Vu), the same model shall be replaced and in the event such model has been discontinued, it shall be replaced with the model equivalent as deemed by Vu.
- 4) The company or its authorized service Centre/ ASP, reserves the right to retain any part/s or component/s replaced at its discretion in the event of a defect noticed in the equipment during the warranty period.
- 5) Free Installation or Demo of the product, can be availed only once & within 6 months from the date of purchase.
- 6) The warranty does not cover accessories external to the system.

- 7) The company's obligation under this warranty shall be limited to repair or providing replacement of part/s only. The maximum claim /s if entertained by the company will be subject to the maximum retail price of the product purchased or the purchase price, whichever is lower.
- 8) 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.
- 9) The company's obligation under this warranty shall be limited to repairing or providing replacement of part/s, which are found to be defective.
- 10) The concerned Service Centre will advise the customer whether to effect the repair at site or it's Service Centre.
- 11) In the event of the company offering EXTENDED WARRANTY period for any specific product / period, it is the RESPONSIBILITY OF THE PURCHASER to get the warranty card duly registered with the nearest Authorized Service Centre of the company within 2 weeks of purchasing under such an offer, at the purchaser's cost and risk only.
- 12) This warranty will automatically terminate on the expiry of the warranty period as specified in the warranty table, even if Vu product may not be in use for any time during the warranty period for any reason.
- 13) The unit shall be operated at input voltage and frequency as per the user manual. Any failure due to voltage / fluctuation beyond specified tolerance will not be covered under warranty.
- 14) On removal, tampering or alteration of any identification labels on the machine or any of its components including serial number
- 15) Warranty doesn't cover any compatibility and connectivity issue.
- 16) Vu reserves the right to replace the defective part with an equivalent and/or reconditioned part.
- 17) No Dealer/Distributor/Retailer has authority to vary the terms of above warranty.

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

- A. If the product has failed under certain conditions/types (example: Water Logging, Misuse etc.)
- B. The original serial number is removed, obliterated or altered from the machine or cabinet.
- C. Defects due to cause beyond control like lightning, abnormal voltage, acts of God or while in transit to service Centre or purchaser's residence.

