

Warranty Terms and Conditions:

Panasonic India Pvt Ltd. (hereinafter referred as "Company") warrants the Product including all parts (except adaptor) but not including (i) consumables (Toner, Thermal Transfer Roll, Drum, Battery etc.); (ii) accessories external to the equipment or supplied by the Dealer; for the period of 12 months from the date of purchase to be free from any manufacturing defect, on the following terms and conditions: -

1. Company shall, at its sole discretion, either repair the defective Product(s) or replace the defective Product(s) with an equivalent Product (at no additional cost), where the Product(s) are faulty due solely to defective materials or workmanship. All parts removed by the Company shall be the property of the Company. Any repairs done or replacements provided shall not extend the warranty term for any of the Products. For avoidance of doubt, the time taken by the Company in repairing the Product shall not be reason for extending the warranty term.
2. The warranty is confined to the first purchase of the product only and is not transferable.
3. The warranty is valid only when the Installation Report duly filled, signed and stamped by the customer is registered with Panasonic India Pvt Ltd. This Installation Report should reach within 1 month of Installation of equipment. Warranty will not be valid without this document. Any modification, amendment or defacement to these documents shall render this warranty void.
4. Based on the Installation Report, Panasonic India Pvt Ltd. will issue warranty certificate to the customer.
5. The Company's obligation under this warranty shall be limited to repairing or providing replacements of parts, which are found to be defective only. Company shall not be responsible for any damage resulting out of use of Panasonic product. The Company shall not be 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, 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 as stated on the packaging of the Product, whichever is the lower.
6. While the company will make every effort to carry out repairs at the earliest, it however is made explicitly clear that the company is under no obligation to do so in specified period of time.
7. Where applicable, it is the customer's responsibility to backup any contents stored in the Product before it is sent to the Company for servicing. The Company shall not be responsible for any damage or modification or loss of data or any other information stored in the Product sent to the Company for servicing.
8. This Warranty Agreement is valid and applicable to Products, which are licensed for sale and purchased in India only. Parallel imports are excluded from this warranty.

9. Warranty is issued at Delhi only and Courts at Delhi only shall have exclusive jurisdiction over matters covered by or follow from this warranty.

WARRANTY IS NOT APPLICABLE IN ANY OF THE FOLLOWING CASES:

1. The warranty stands void if the serial number of the Product is mutilated, defected or altered.
2. Company will not accept any responsibility for damage arising out of unauthorized modification or alteration, repair or use of any accessories other than those supplied with the equipment
3. This warranty does not cover any form of failure(s) of products resulting from Fire, Water, Riots, Surge Voltage from power source or defects due to causes beyond control like lightning, Flood etc and acts of God.
4. Company will not accept damage or loss incurred during transit or mishandling or resulting due to negligence, or using fake / duplicate consumables, improper use contrary to the operation instructions specified in the user manual supplied along with the Product. **In case repairs are carried out by unauthorized personal or unauthorized source warranty will be void.**
5. Defects/Damage caused by Household pets, rats, cockroaches, lizard or any other animal or insect.
6. Defects/Damage does not cover normal wear and tear of parts (which age over period of time / usage) including but not limited to damage or defect to the finish or exterior of the Product (such as paint peel off, colour changes etc.).

Additional Notes:

1. Warranty on PBX systems is 12 months from date of installation. However warranty claims shall be valid only if the "Installation Report" (Refer - Annex I) is duly completed and sent to Panasonic India Pvt Ltd., within 1 month after installation is completed.
2. Warranty for accessory cards added to an existing system is also 12 months from date of installation of the new card. However warranty claims shall be valid only if the "Installation Report" (Refer - Annex I) is duly completed and sent to Panasonic India Pvt Ltd., within One month after installation of card/s is completed.

Help Line: Panasonic Customer Care 18001031333/18604251860(For BSNL/MTNL Customer Only),

Email:helpline@in.panasonic.com.

Panasonic India Pvt.Ltd, 6th Floor," SPIC HOUSE", No88 Anna Salai, Chennai-600 032
