

WARRANTY TERMS AND CONDITIONS FOR PANASONIC GRAVITY WATER PURIFIER (Non Electric)

Panasonic India Pvt. Ltd. having its registered office at “12th floor, Ambience Tower, Ambience Island N.H 8, Gurgaon 122002, Haryana”, herein after referred to as “Company” warrants that the Panasonic brand of Gravity Water Purifier “Product”, shall be free from any manufacturing defect for a period of six months from the date of purchase by end user (“Customer”), on the following terms and conditions and as the case may be with free of charge repairs of part(s) for “Product”, if proved upon inspection by the Company or any of its authorized Dealer/Service Centre, to be defective due to faulty material or workmanship.

The above mentioned warranty shall be valid for all functional parts for a period of six months from the date of purchase by customer as mentioned on Purchase Invoice (“Warranty Period”)

1. This warranty covers only the repairs and does not entitle the Customer for replacement of the Product including but not limited to free replacements of cabinets and styling materials aesthetic material frames, plastic parts & free replacement of the any consumables such as Unique Ceramic filter, Silicon washer/gasket, Purification Cartridge, Pre Filter Cup and Tap. Furthermore warranty does not cover the case if you use any undrinkable water/gray water/ boiling water /freezing water/salt water and the water of high TDS (TDS above 500 ppm), in the purifier. This purifier doesn't reduce hardness of the water and doesn't change the taste of water.

Breakdown Complaints:

Company will put its best efforts to resolve any complaint lodged by the Customer. Customer has to carry the product to nearest Panasonic Authorized Service Center / Dealer for any repairs due to manufacturing defects.

The aforementioned warranty shall be subject to the under mentioned conditions:

1. The Customer has to provide original Purchase invoice and warranty card having Dealer stamp and date of purchase at the time of requesting the warranty services, failing which the warranty will not be honored.
2. Total Warranty Period is limited as provided hereunder from the date of Purchase Invoice irrespective of the period for which the Product unit was not in use; was not giving proper performance; was under breakdown or was under repair(s) by Company's authorized service center.
3. In the event of repairs, of any part, during the said Warranty Period, the warranty shall thereafter continue only for the unexpired period of the original warranty Period. The defective part(s) shall become property of the Company.
4. The Company reserves the right to decide at its discretion, for replacing any defective part with a substitute without affecting the performance of the Product.
5. Company has no responsibility to install this product at customer place. Installation of the product shall be carried out by the purchaser as per the instructions given in the user's instruction manual.
6. For counting and monitoring of expiration time of the Purification Cartridge and Unique Ceramic Filter, please see the Life-end indicator table and refer instruction manual for marking.

7. This warranty does not cover any form of damage resulting from dust, foreign object, fire, water, riot, heavy rain, mis-handling , commercial use, lightning, flood or any act of natural and use contrary to the operations specified in the user's manual supplied with the equipment. The customer will have no claim against the Company, its employees and its authorized agents or franchisees under or pursuant to this failure, breakdown or accident, fire or operation or utilization of goods otherwise than in accordance with User manual or by or due to any cause or circumstance beyond the control of the Company. And this warranty is limited to the first purchaser of the product only and is not transferable.
8. This warranty is valid only in the country of purchase (India only).
9. The warranty is not valid when the unit is operated with other than Municipal Corporation and Well Water conditions which are above 40°C.
10. Company will not accept any responsibility for damage arising out of unauthorized modification or alteration, precipitates or biological growth, improper maintenance, any sickness or illness due to consumption of drinking water from the product, any injuries or damages of any kind, direct consequential or contingent, to person or property, repair or use of this product or any accessories/attachments other than those specified by the Company. And the company's liability under this warranty shall in no event, and under no circumstances, exceed the price paid by the customer.
11. Company will not cover any responsibility for damage or loss arising out of mishandling incurred during transit.
12. The warranty is not valid if serial number of equipment is mutilated, defaced or altered.
13. Any defect in the electrical/plumbing installation or wiring/piping at site has to be rectified by the Customer as per the recommendation of Company's Authorized service representative.
14. In the event of any difference or dispute arising with reference to the terms and conditions of this warranty or their interpretation, the same shall be referred to a sole arbitrator, who shall be appointed by the Company. The decision of the sole arbitrator shall be final and binding on the parties. Such arbitration proceedings shall be held at New Delhi and provision of the Arbitration & Conciliation Act 1996 shall apply to the arbitration proceedings.
15. This warranty does not cover cost of labor, transportation of the Product from the place of installation to the Authorized service center and other incidental expenditures, which shall be borne by the Customer.
16. While the Company will make every effort to carry out repairs at the earliest, it is however made explicitly clear that the Company is under no obligation to do so in a specified period of time.
17. To the extent permitted by law, this Warranty 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. 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 below.

18. The Company shall not be 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 due to non-availability of any component and/or accessory, labor problem, restrictions and regulations of the government, public movement, war and any unavoidable circumstances, specially vis-à-vis the import of supplies, sickness/illness due to consumption of drinking water from improperly maintained purifier, and raw material or if the company is otherwise prevented from performing its functions under this warranty.
19. The Company's obligation under this warranty shall be limited to repair of part/s only. The maximum amount of liability with respect to any Product related claim/s, if entertained by Company, will be subject to the maximum retail price of the Product purchased or the purchase price, whichever is lower.
20. In the event of any unforeseen circumstance, and spares not being available, the Company's prevailing depreciation rules will be binding on the Customer to accept as a commercial solution in lieu of repairs. The depreciation rules will be applicable after warranty expiry of the purchase of the Product.