



**CAUL**

**CAUL MARKETING LLP.**

**SERVICE**

## **CAUL WARRANTY POLICY FOR WASHING MACHINE**

### **Standard Terms and Conditions:**

**CAUL** is committed to achieving customer service excellence. We believe in High Quality Prompt Services and achieving long lasting customer satisfaction.

The product shall be covered by a limited **COMPREHENSIVE** warranty for a period of **24 months** and **additional extended warranty on Wash Motor 5 years** from the date of purchase, subject to terms and conditions.

**Support Type:** Onsite Support (Home Service)

**Caul Domestic Appliances** are designed for powerful performance, effortless use, and hassle-free installation

**If something goes wrong** (rare, but possible!), **don't worry**—we'll fix it **for free during the warranty period**, as long as the product has been used correctly.

1. This warranty is confined to the first purchaser of the product only with Valid GST Invoice mentioning Product details and Product serial number.
2. This warranty is applicable only for the personal use of product by purchaser and warranty will be void if product used for any Commercial purpose.
3. Repair or replacement will be carried out through the Company's Own / Authorized Service Centre.
4. Warranty is applicable only for products purchased in India. The international warranty is not applicable.



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5. The Warranty Period is effective from the date of purchase of the product mentioned on the original Purchase invoice.
6. Warranty takes care of any manufacturing defect or breakdown of the Product during Warranty Period. Company at its sole discretion will repair or replace such defective Product or parts thereof. All parts removed by the Company shall be the property of the Company. In the event the Company carries out repairs or replacement of any part during the said Warranty Period, the warranty shall thereafter continue only for the remaining period of the warranty. Any repairs done or replacement 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 Period.
7. Warranty will be valid only when this Warranty Card and original Purchase Invoice are presented together for service. CAUL 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.
8. The customer shall pay visit charges, parts cost, and transportation in case the product is found to be void or out of warranty.
9. The company will not be liable for any delay in rectifying the product in the event of non-availability of the spare parts/components for reasons beyond control. In such unlikely situation, company will not be responsible for any losses direct or indirect arising out of any delay.
10. Repairs or replacement under warranty shall be carried out by CAUL authorized service personnel only.
11. Company will not accept any responsibility for damage arising out of unauthorized modification or alteration, repair or use of this product or any accessories other than those specified by the Company.
12. On-site service support shall not be applicable where the distance from the Distributor Point to the Customer Location (where the unit installed) is more than 50 km. and it is the responsibility of the customer to contact the nearest authorized service center and bring the unit to the authorized service center at its own cost and risk.
13. In the event of any difference or dispute arising with reference to the terms and conditions of the warranty or its interpretation, the same shall be referred to 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 & Conciliations Act 1996 shall apply to the arbitration proceedings.
14. This warranty will be void if the type or serial no of the product has been altered, removed, or defaced.



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15. This warranty shall be deemed void if the product's serial number has been altered, removed, or Defaced, or if the product has been repaired or serviced by any service center other than an authorized CAUL Service Centre. The warranty will also be void if the unit is found to be tampered with, damaged, or physically broken. In such cases, all repair costs will be borne by the customer. Additionally, any expenses incurred in transporting the product or its parts to the company's authorized service center, as well as costs related to the deputation of service personnel/technicians (including conveyance and other incidental charges), shall be the responsibility of the customer. Transportation and handling charges may vary depending on the location. Customers are advised to verify applicable charges in advance.

### 16. CONDITION FOR PRODUCT REPLACEMENT:

This policy seeks to settle the pending Service cases arising in to the following Conditions

- Spares Not Available from OEM / Product declared EOL Customer resolution delay due to non-availability of required part
- Same product / Category not available
- Product not performing as per specifications
- Epidemic Failure of any Model
- Beyond Economical Repair (BER)

17. **Transit Damage (TD)** – Fresh CAUL Products reported as Transit Damaged (from company WH to Distributor WH would be treated under TD category

- TD Policy for Distributors will be applicable on Primary billing from the Company and it should not exceed more than 60 Days
- TD Policy for Dealer will be applicable on billing from the Authorised Distributors and it should not exceed more than 90 Days from the primary billing of the product to Distributor from the company

**NOTE:** In Transits Damaged (TD) case, if product is received with damaged Gift box at Distributor end, same need to be mentioned **on POD receipt**, with an information to Commercial Logistics team, who will settle the case with Courier Company and hence settle Distributor with replacement or issuing Credit note against the damaged received product.



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CAUL reserves the right to modify or withdraw the policy at any point without any prior Intimation; any objections/claims from third party shall not be entertained in this regard

**Our Vision** Is To Be Pioneer in The Field Of Service Industry In India By Providing The Complete range Of Superior Quality Of Maintenance Services Through The Use Of Advanced Technology And Expertise Professionals, Ensuring Early Entry Into Emerging Categories And Striving To Excellence. We Believe In High Quality Prompt Services and Achieving Long Lasting Customer Satisfaction.



**WE DON'T DELIVER SERVICE WE DELIVER EXPERIENCE**