



STANDARD ONE YEAR MANUFACTURER WARRANTY FOR METRAVI INSTRUMENTS PVT. LTD.

Metravi Instruments Pvt. Ltd. warrants its product to be free from defects in workmanship and materials, under normal and appropriate use and conditions, for a period of one (1) year for the original invoice date.

Metravi agrees, at its option during the warranty period, to repair any defect in material or workmanship or to furnish a repaired or refurbished product of equal value in exchange without charge (except for shipping, handling, packing, return postage, and insurance which have to be incurred by the customer).

Such repairs or replacements are subject to verification of the defect or malfunction and proof of purchase as confirmed by inspecting the product and the original dated purchase invoice.

WARRANTY LIMITATIONS

This warranty does not include:

- Any condition resulting from other than ordinary and usual use for which the product was not intended.
- Any condition resulting from incorrect or inadequate usage, application, maintenance or care.
- Damage resulting from misuse, incorrect application, abuse, negligence, accidents or shipping damage.
- Dissatisfaction due to buyer's remorse. Returns in case of Buyer ordering the wrong item or any expectation of Buyer for the item to have certain features which is/are not mentioned in the catalogue (as available on our website <https://www.metravi.com>) are not valid. It is assumed that the Buyer has read and checked all the product features and specifications in detail before placing any orders.
- Normal wear and tear.
- Damages incurred during transportation and transit.
- Damages incurred during any required assembly or maintenance.
- Any used, previously displayed items.
- Any cancellations. Orders once confirmed are shipped out within 24 hours of full payment being received/credited to our accounts (for units which are ready stock).

Metravi Instruments Pvt. Ltd. makes no express warranty or condition, whether written or oral, and the company expressly disclaims all warranties and conditions not stated in this limited warranty. To the extent allowed by the local law of jurisdictions of India and its states, the Company disclaims all implied warranties or conditions, including any implied warranties of merchantability and fitness for a particular purpose.

Buyers are to retain purchase invoices for a minimum of one year for warranty purposes.



CLAIM PROCEDURES:

- Free of cost replacement of the product will be provided or authorised and return will be accepted only within Seven (7) days after the product has been delivered from our end to the buyer, subject to the unit being eligible for a manufacturing defect replacement.
- The warranty is only in effect if (a) Model No. of item supplied is not same as the model no. of item ordered (as mentioned in PO/Metravi Website) or (b) the item has any MANUFACTURING DEFECT and these defects are replicated at Metravi Office location and verified mutually in due process.
- Claims for any manufacturing defects must be made within ONE year from invoice date.
- Claims for missing parts or accessories must be made within 7 calendar days after the product is received.
- Metravi reserves the right to specify that items must be returned to our office by the Buyer.
- Pictures and Videos of the instrument and the issue are required to claim defective merchandise, along with a copy of the original purchase invoice.
- The Buyer needs to return the UNUSED item(s) to Metravi office location in its original packing, in unopened and undamaged condition, along with packaged accessories with all original tags/labels attached, along with proof of purchase within Seven (7) days from date of receipt of items(s)
- If the claim is justified, the item(s) or part(s) will be repaired or replaced. It is our policy to replace parts whenever possible.
- All costs associated with returning the item, including return shipping charges and any taxes, if applicable, are to be borne by the customer.
- Once we receive the product(s) back, return/replacement would be approved only after verifying the packaging/condition, status, and the error or defect reported.
- Replacement or refund procedure (for your money) will be processed within 5-7 working days of receiving the product return at our location and subsequent verification of the reported damage or defect.
- Any justified and agreed refund will be processed to the same account/method from which the payment was made. It may take up to 7-10 additional business days for the amount to reflect in Buyer's account, depending on the payment method.
- Transformers, Chargers, Batteries and Adaptors are not included in any warranty.
- **Important: At the time of taking the delivery of the items, Buyer is to ensure that the product received is undamaged, is properly packed and acknowledge the same to the delivery person. Acceptance of the package implies checking and confirmation of the correct and complete product set received in new and intact condition by the buyer.**

Kolkata
1st October 2022

For any further clarifications or enquiries on the subject, please contact:

METRAVI INSTRUMENTS PVT LTD
32A Ganesh Chandra Avenue, 4th Floor, Kolkata 700013, West Bengal, India
Whatsapp : +91 33 90736 74641 / 90733 84641 / 90739 84641 E-mail: servicing@metravi.com