



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

Metravi Instruments Pvt. Ltd. warrants that its products will be free from defects in materials and workmanship for a period of 1 year (12 months) from the date of purchase of the product by the original purchaser from our company (unless otherwise offered and confirmed by Metravi at the time of sale).

There is no warranty period on accessories like batteries, test leads, memory cards, chargers, adaptors, etc. This warranty only applies to the original purchaser and is not transferable to a third party.

If the product proves defective during the warranty period, we will either repair the defective product without charge for parts and labour, subject to verification of the defect or the malfunction, without charge (except for shipping, handling, packing, return postage, and insurance, which have to be incurred by the customer), or will provide a replacement in exchange for the defective product.

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

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

Parts, modules and replacement products used by our company for warranty work may be new or reconditioned like new. All replaced parts, modules and products become the property of our company.

In order to obtain service under this warranty policy, the customer must notify our company of the defect before the expiration of the warranty period.

Customers shall be responsible for packaging and shipping the defective product to the designated service centre, a copy of the customer's proof of purchase is also required.

This warranty shall not apply to any defect, failure or damage caused by improper use or improper or inadequate maintenance and care. We shall not be obligated to furnish service under this warranty a) to repair damage resulting from attempts by personnel other than our company representatives to install, repair or service the product; b) to repair damage resulting from improper use or connection to incompatible equipment; c) to repair any damage or malfunction caused by the use of not our supplies; or d) to service a product that has been modified or integrated with other products when the effect of such modification or integration increases the time or difficulty of servicing the product.

Except the after-sales services provided in this summary or the applicable warranty statements, we will not offer any guarantee for maintenance definitely declared or hinted, including but not limited to the implied guarantee for marketability and special-purpose acceptability. We should not take any responsibilities for any indirect, special or consequential damages.

This warranty does not cover disposable batteries, any accessories, usage issues like PCB or IC burns or any other damage caused due to incorrect usage, abuse, neglect, accident, unauthorised opening or repair, iteration, contamination, or any other abnormal conditions of operation or handling.

WARRANTY LIMITATIONS SUMMARY:

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).
- **Damaged or incomplete delivery by any reseller / portal / dealer / stockist / marketplace. For such instances the customer needs to contact the seller. Metravi will only provide the warranty post delivery of full and working product.**

Any implied warranties arising out of the sale of Metravi products, including but not limited to implied warranties of merchantability and fitness for a particular purpose, are limited to the above. Metravi shall not be liable for loss of use of the instrument or other incidental or consequential damages or expenses or economic loss, or for any claim or claims against such damages, expense or economic loss.

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.

Some states or countries' laws may vary, so the above limitations or exclusions may not apply.

Kolkata
1st April 2023

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

METRAVI INSTRUMENTS PVT LTD

Whatsapp : +91 33 90736 74641 / 90733 84641 E-mail: servicing@metravi.com

Unit No.1605, 16th Floor, Godrej Genesis, Plot no. XI, Block-EP & GP, Sector-V, Salt Lake City Kolkata 700091, West Bengal, India

Regd. Off.: 32A Ganesh Chandra Avenue, 4th Floor, Kolkata 700013, West Bengal, India

**STANDARD WARRANTY CLAIM PROCEDURE FOR
METRAVI INSTRUMENTS PVT. LTD.**

- 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.
- In case of damaged or incomplete deliveries, 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 7-10 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 April 2023

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