

PRODUCT

WARRANTY & INSTRUCTION MANUAL



Warranty



- NEOLEX plumbing fixtures are warranted free of any manufacturing defects.
- NEOLEX will at its choice, repair, replace, or make appropriate adjustment where its inspection discloses any such defects occurring in normal usage as per terms mentioned below. NEOLEX is not responsible for installation costs.
- NEOLEX reserves the right to examine product in question, and its installation, prior to replacement and will replace free of charge any part that proves defective in material and manufacturing workmanship under normal installation, use and service.
- To obtain warranty service, contact NEOLEX either through your dealer or plumbing contractor or writing to NEOLEX.

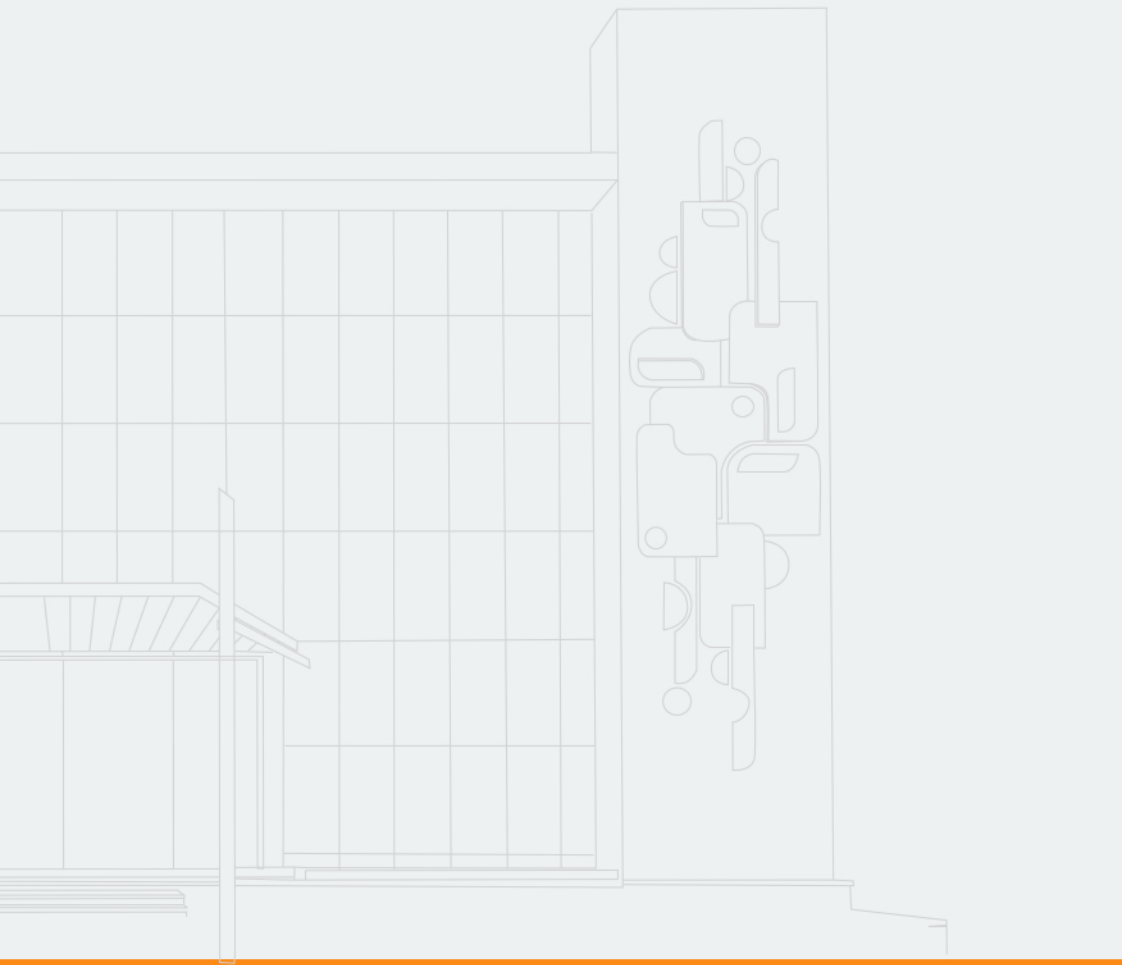
Warranty Terms



- The warranty is applicable from the date of purchase.
- The customer must produce the GST paid invoice/warranty card in original to avail warranty service. In case the purchase has been done by the developer of the apartment, the possession letter from the developer will be treated as equivalent to bill.
- The company is not liable for any damage out of faulty installation.
- The warranty becomes null and void if installation is not done by qualified and experienced technician and/or as per the installation procedure laid down by the company.
- The company is also not liable to pay for any civil or construction work required during installation of new products or replacement/repair of old products.

- The company is not liable for any consequential expenses or damages.
- An equivalent replacement at pro-rata basis shall be provided in case the product has been discontinued, where in the customer has to pay proportionate amount on the current MRP, given the product is within the aforementioned warranty terms.
- If the manufacturing defect is seen within the first year of purchase on the ceramic product, the customer is entitled for free replacement. In case the manufacturing defect is seen after the first year of purchase & before the warranty period expires, the customer has to pay the company on proportionate basis on current MRP for new replacement.
- During the warranty period and under normal use, if the product / component / part is found to be of faulty due to manufacturing defect, the same will be repaired or replaced upon production of this warranty certificate, without charges either for part or labour or both, the decision of company official will be final for fault qualifies for warranty.
- Warranty remains applicable only if the products have at all times been used strictly in accordance with the terms of this warranty and has not been improperly or negligently handled and is not maintained in accordance to maintenance guidelines given.
- In the event of non-availability of components or parts due to any reason whatsoever Company or its Authorized Service provider or the Dealer will not be responsible or liable for any delay that may be caused to service/repair of the Products; no claims financial or otherwise will be entertained.
- Company and customer agree that company will not be liable for any damages whatsoever arising out of use or inability to use its Company's Products. NEOLEX bears no responsibility for incidental or consequential damages arising out of use or inability to use Company Product.
- By purchasing this product, customer agrees to Company's aforesaid warranty on the product.
- Company neither assumes nor authorizes any person to assume for us any other obligation or liability in connection with sale of this product.

- Customer and Company agree that customer's sole remedy for any defects in goods hereunder shall be limited to the repair or replacement at the Company's option within warranty period after delivery of such goods to the first purchaser, of any defective goods, of which notice of defects is given by the Customer to the Company in accordance with terms of this warranty certificate. The part/product against replaced part/product will be property of Company.
- Company shall not be liable to Customer claiming the warranty under the terms of condition of this Limited Warranty Certificate, due to defects caused by rodents/pets or in the events of force majeure. The Force Majeure means any disaster, act of God or the public enemy, any accident, explosion, fire, storm, earthquake, electric storms, tornado, flood, casualty, lockout, strike, labour conditions, unavoidable accident, nuclear explosion, national calamity, or any other circumstance or event or by any enactment of law, or by order of any
- legally constituted authority, or by any other similar cause of the Company or beyond the reasonable control of the party relying upon such circumstance or event.
- Company and customer agree that NEOLEX bears no responsibility for incidental and / or consequential damage arising out of use and for inability to use a product. Company liability will be limited and restricted to the product replacement/value of the product sold. Company under all circumstances shall not be liable to uninstall the defective product or installed replacement product. In case replacement is the only option then the customer has to hand over the defective product to the seller from whom it was purchased and take the replacement product from there.



▶ Neolex Sanitaryware

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