



Acer India Warranty Terms

Product Category	Ozone Sanitizer Water Purifier
Warranty Length/Type	1 Year Limited: Parts & Labor, Onsite
Hardware Technical Support	1 Year
Service Website	http://www.acer.com >> Support
Service Phone Number	1860 120 2021

- 1. Acer India (Pvt.) Limited, ("Acer India") guarantees the product purchased by you to be free from defects resulting from the use of faulty parts or poor workmanship during its manufacture subject to terms of the limited warranty ("**warranty**") given below**
 1. The claim will have to be made within the warranty period.
 2. Acer India will repair or replace any defective parts and correct any problems resulting from poor workmanship free of charge. Acer India reserves the right to use reconditioned parts with performance parameters equal to those of new parts in connection with any services performed under Acer India's limited warranty.
- 2. Claim under Acer India's warranty**
 1. Claim under Acer India's warranty may be made only by those customers who have registered their purchase with Acer India within 15 days of receiving the product.
 2. In case of products which are not registered, the claim will have to be accompanied compulsorily by the original sales invoice and warranty card. The information in each field of this warranty must be filled in and stamped with the distributor's seal to be valid. If the purchase date and S/N number are altered, ambiguous, or the information is incorrectly filled, this warranty is deemed invalid
- 3. Acer India's standard service level**
 1. Response time - Next Business Day
 2. Resolution time – Within Five Business Days on best effort basis
 3. Business hours - 0900 hours to 1800 hours
 4. Business days - Monday to Saturday (Except Public Holidays)

4. This warranty shall be rendered null & void if:

1. The product is physically damaged. Damage caused by sulfur and coastal environment.
2. The product is modified, maintained or repaired by a party not authorized by Acer India.
3. The product is installed, maintained and operated in ways other than as recommended by Acer India.
4. The product is faulty or damaged due to electrical faults external to the product.
5. Damage caused by inconsistent voltage specifications
6. The model number, serial number or warranty stickers have been removed or tampered with.
7. The product has exceeded the warranty period provided by the company
8. Damage of malfunction caused by natural disasters, electric shocks, insect (rat) damages.
9. Damage due to exposure to sunlight, high temperature environment or various humid environments.
10. For improper use, modification or disassembly without following the operating instructions or machine specifications, our company does not warranty and assumes no legal responsibility
11. Failure caused by the use of non-original parts, consumables, other products, equipment and accessories.
12. Damage caused by falling due to the height difference of the ground environment, and scratches or damage to the appearance caused by collision during operation
13. The product is damaged by inputting/inhaling hard or sharp objects, such as glass, nails, screws, coins, etc.

5. Warranty Limitations

1. The warranty is not transferable from one user/ customer to another.
2. The warranty does not cover replacement of the Product
3. This warranty is only limited to the machine itself. If there are additional services such as installation, then additional cost will be charged.
4. A product that requires modification or adaptation to enable it to operate in any country other than the country for which it was designed, manufactured, approved and/or authorized or repair of products damaged by these modifications.
5. The parts are still usable, but if the customer requests a new one, the parts fee will be charged according to the price list of our company.

6. Warranty does not apply to

1. Plastic parts
2. Parts requiring replacement due to normal wear and tear, corrosion, rust, stain, etc.,
3. Damages caused due to acts of God & force majeure.

7. **Except for the warranties set forth herein**, Acer India disclaims all other warranties, express or implied or statutory, including, but not limited to the implied warranties of merchantability or fitness for a particular purpose. Any implied warranties that may be imposed by applicable law are limited to the duration of this limited warranty. In no event shall Acer India be liable for any incidental, special or consequential damages, consequential human injury or loss, including, but not limited to loss of business, profits, data or use whether in an action in contract or tort or based on a warranty arising out of or in connection with the use or performance of the product or any Acer supplied software which accompanies the product even if Acer has been advised of the possibility of such damages.

8. The Customer agree that repair or replacement, as applicable, under the warranty services described herein are the sole and exclusive remedies with respect to any breach of the Acer limited warranty set forth herein.

9. If any provisions of this limited warranty are judged to be unenforceable or illegal, the continuation of the other provisions will not be affected. This warranty will also not affect the customer's statutory right under applicable Indian laws.