

VIP WORLDWIDE WARRANTY POLICY

V.I.P. Industries Ltd. (“the Company”) provides this worldwide warranty card applicable internationally across the globe for exercising the warranty on the product. This worldwide warranty card is in addition to the warranty card for exercising the warranty within India (“the primary warranty card”) attached with the product and issued at the time of purchase of products.

This worldwide warranty card is valid only if the primary warranty card is valid. All the terms and conditions including the warranty period as mentioned in the primary warranty card shall be applicable to this worldwide warranty card. The primary warranty card shall govern the warranty on the product while the user is within India.

The procedure as mentioned below needs to be followed by the user to exercise this worldwide warranty on the product:

1. This worldwide warranty may be exercised by the user only when the user is outside India.
2. To avail of this warranty the user needs to call the Company’s call centre number provided herein.
3. The consumer will have to provide necessary documents including the duly filled up, signed and stamped copies of the primary warranty card, this worldwide warranty card, invoice etc. by email or fax.
4. The piece must be delivered to and collected back from the nearest service centre in the country of travel at the user’s cost. The address will be provided by the Company through the call centre. This condition may be waived by the Company at its sole discretion on case to case basis.
5. The Company reserves the right to repair or replace the defective piece as deemed suitable.
6. The Company or its representative(s) will undertake to repair or replace the defective parts/piece within a reasonable period of time and its decision to the nature of defect and the applicability of the warranty is final.
7. In case the Company approves the replacement of the defective piece to the user, the user will be required to provide the place of his stay approximately ten days after such approval by the Company.
8. In such case of replacement, the user shall be required to deliver the defective product at its own cost, either before or after receipt of replacement in lieu of the defective product, to such location worldwide as may be informed by the Company.
9. The user shall be required to sign and provide to the Company the confirmation letter / feedback form confirming satisfactory repair / replacement of the product by the Company.

Note: Subject to Indian laws and Mumbai jurisdiction only.