

MORPHY RICHARDS WARRANTY EXTENSION TERMS AND CONDITIONS

Customers are advised to please carefully read and understand these Terms and Conditions as well as the detailed terms and conditions made available at www.morphyrichardsindia.com by Morphy Richards and/or its group companies/affiliates/subsidiaries (“Us”, “We”).

I. GENERAL

- 1) These Terms and Conditions (“T&C”) constitutes a warranty and shall apply only to the Products mentioned below for an extended period of 6 (six) months in addition to the warranties already in place for each of the Products respectively (“**Extended Warranty Period**”).
- 2) The products on which the Extended Warranty Period is applicable are as listed below (“**Products**”):
 - a. Microwave Oven 25 CG with magnetron
 - b. OTG 52 RCSS and 60 RCSS, OTG Besta Black 52 litre
 - c. All models of Water Heaters
 - d. All models of Mixer Grinders
 - e. All models of Room Heaters
 - f. All models of Sandwich Toasters
 - g. All models of Pop- Up Toasters
- 3) The Extended Warranty Period is only applicable for the Products purchased at an invoice date between 1st October, 2020 to 30th November, 2020 (both days inclusive) (“**Purchase Period**”). Any Products purchased/invoiced outside of the Purchase Period will not be covered under these T&C and the customer will not be eligible for availing any benefits under these T&C.
- 4) The Extended Warranty Period will be considered and deemed to be the extension of standard 2 years product warranty or the standard warranty of the respective Products, as the case may be.

II. ELIGIBILITY AND ACTIONS BY THE CUSTOMER

- 5) The customer will be eligible for the availing the benefits under the Extended Warranty Period only if the customer registers the Product purchased between 1st October, 2020 to 30th November, 2020 (both days inclusive) on www.morphyrichardsindia.com. The registration of such Products should be done latest by 7th December 2020 in order to avail the benefits. Any registrations of the Products post 7th December 2020 will not be valid and not be eligible to avail any benefits under these terms and conditions.
- 6) The consumer shall provide below required information in a form available on <https://www.morphyrichardsindia.com/product-registration.aspx> in order for the Products to qualify for the Extended Warranty Period:
 - a. Details of the customer (including name, contact details etc.)

- b. The date of purchase of the Product/s
 - c. QR Code of the Product/s
 - d. Serial number of the Product/s
 - e. Proof of the invoice and the warranty card received with the Product/s
 - f. Details of the purchased Product/s
- 7) The Extended Warranty Period shall be applicable from date of purchase i.e the invoice date.
- 8) After updating the details, Customer will get an automatic email for eligibility of Extended Warranty Period.

III. EXCLUSIONS AND LIMITATION OF LIABILITY

- 9) The Extended Warranty Period is not applicable on any products except the Products specified above.
- 10) The warranty card must be signed & stamped by the dealer and must be produced at the time of claim or original bill should be provided at the time of claim. If the customer is unable to produce the invoice and/or stamped and signed warranty card, service charge(s) as per Our company policy may apply and the company shall reserve the right to deny the Extended Warranty Period.
- 11) The confirmation email of eligibility for the claim of Extended Warranty Period should be shown along with the original invoice / warranty card to the authorized service person visiting to service the Product/s.
- 12) Except for the limited warranties set forth herein, We disclaim all other warranties, express or implied or statutory, including, but not limited to the implied warranties of merchantability or fitness for particular purpose. Any implied warranties that may be imposed by applicable law are limited to the duration of this Extended Warranty Period. In no event shall We 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 or tort or based on warranty arising out of or in connection with the use or performance of the Product/s.

IV. WARRANTY LIMITATIONS

- 13) Damages/defects arising from transport, rough handling, misuse or repair by unauthorized person, damage by rodents and insects or by accidents, heat, misuse, fire, flood or act of god will not be covered under these T&C.
- 14) Any problem arising from voltage fluctuation beyond the range mentioned in the user manual/product specification and/or use of improper power supply, electrical socket, connection or installation will not be covered under these T&C.

15) Warranty on the Products as well as the Extended Warranty Period is not transferable from one user or customer to another.

16) The warranty does not cover any refund of money.

17) The Extended Warranty Period is applicable only for Product/s sold in India.

V. WARRANTY RENDERED VOID :

18) The warranty shall be rendered void if:

(a) The Warranty Card is not completed properly at the time of purchase of the Product/s.

(b) Invoice is not uploaded correctly which clearly shows date of purchase of the Product/s.

(c) The completed Warranty Card or original invoice is not presented to the authorized personnel at the time of service/ claim of the Product/s.

(d) The email sent by company to customer for eligibility of Extended Warranty Period is not presented at the time of service/ claim.

(e) The Product/s is/are physically damaged due to the fault of the customer.

(f) The Product/s is/are modified, maintained or repaired by a party not authorized by Us.

(g) The Product/s is/are installed, maintained and operated in ways other than as recommended by Us and/or for any commercial use.

(h) The Product/s is/are faulty or damaged due to improper electrical supply.

(i) The model number, serial number or warranty stickers have been removed or tampered with.

VI. MISCELLANEOUS

19) Disputes if any arising under or in connection with these T&C, will subject to laws of India and the courts in Mumbai, Maharashtra shall have exclusive jurisdiction over the same.

20) In case of any conflict, decision made by Us will be final, unless otherwise ruled by a court of competent jurisdiction.

For any complaints/queries please write to Us at consumercare@morphyrichardsindia.com or Consumer Care Cell, Bajaj Electricals Ltd., Rustomjee Aspire, Bahnu Shankar Yagnik Marg, Off Eastern Express Highway, Sion (East), Mumbai - 400 002

CONSUMER CARE NO.: 022 – 4128 0000