



Warranty policy for WAMA range of products

1. Customer has to retain the invoice, warranty card and the original box of the product
2. Customer has to retain the sticker mention on each product.
3. Customer should call on telephones mentioned in the warranty card or on the packaging box or contact the retailer from where the product was purchased in case of any non functioning of the product.
4. The product has to be sent to the company appointed service centre or to the address given by the company to provide complete service to the customer satisfaction.
5. The product shall be replaced only in case of manufacturing defects. There will be no refund of money, or replacement of the product.
Wama shall be liable up to the maximum of price charged for the product and will have no responsibility for any direct or indirect consequential damages
1. The usage of the product has to be done correctly and strictly as per the instructions given in the products manual.
7. Customer shall be the only responsible if:
 - (a) Defects caused to the product by improper usage or negligence in handling or
 - (b) If damages occurred due to usage of power supply other than specified (220-240V-50z)
Eg: - inverters, generators, etc & due to fluctuation in supply voltage or
 - (c) If damages occurred by household pets, rats, cockroaches or any other animals or insects
8. The product shall be repaired and handed over to the customer free of cost only in case of manufacturing defects.
9. The customer shall be charged the cost of the defective parts as per the above points (5,6,& 7) and as per the warranty terms and conditions given in the warranty card alongwith the product.
10. Any verbal commitments/assurances/promises/ given by any of the company's employee and or the management not be considered at all for reimbursements.
11. It is mandatory that the customer should abide by the manual instruction for the proper and correct usage of the product and follow the warranty policy in case of any improper functioning of the product

By order