

Product Support & Terms of Use

1. Customer Support: Access quick resolution support at +91-9429776599.
2. Authorized Technicians: Rely on verified technicians.
3. Genuine Parts and Instructions: Ensure authenticity with genuine parts and comprehensive instructions.
4. Paperless Experience: Benefit from a paperless experience with virtual demo videos.
5. Risk-Free Guarantee: Enjoy coverage for product damages during service under our Risk-Free Guarantee.
6. Transparency: Gain visibility into claim status and any applicable add-on charges.
7. Free Limited Warranty Support: Receive free limited warranty support for the entire coverage period.
8. First-Time Services: Initial services, including specific part replacement, on-site service, repair, and replacement, are complimentary as per the limited warranty.
9. Subsequent Services: After the first time, customers are eligible for unlimited paid services or spare parts as needed, subject to availability.
10. Code of Conduct: Please note that the warranty does not grant the right to insult or abuse our personnel or brand, either over a call, in person, or on social media. Violation may result in the dismissal of all warranty benefits.

WARRANTY POLICY :

1. Our warranty covers defects in materials and workmanship for a specified period from the date of delivery.
2. If you experience any issues with the product, we will repair or replace it at our discretion.
3. We will cover the cost of replacing any faulty parts during the warranty period.
4. If a specific part needs replacement and is not covered by the warranty, it can be purchased at a reasonable cost, subject to availability.
5. Free shipping for replacement parts, along with installation instructions, is provided during the warranty period.
6. Normal wear and tear, including scratches, dents, and fabric/leather changes, are not covered.
7. Damage resulting from improper installation, maintenance, or misuse is not covered.
8. Damage resulting from any liquid or chemical spill over the product is not covered.

Note: Any modifications or repairs made without our approval will void the warranty. Labor costs during the replacement process are not our responsibility, but technical assistance can be provided for a nominal fee. For warranty claims, product photos or videos may be required for validation before approvals.

Limited Warranty Coverage Breakdown:

WARRANTY COVERS	COVERAGE PERIOD
Power Module	1 Year
Electric Motors	1 Year
Support Frame	1 Year
Vegan Leather Defects	1 Year
Arm-Rests	1 Year
Caster Wheels	6 months
Fiber or Plastic Casing Accessory Covers	1 month
Support Pillows	1 month
Screws, Fitting Allen Key, Bushes, Visor	1 month
Fast Charging Port	1 month

If your product part warranty is over as per the above chart, you are eligible for unlimited parts and services from Mataang at nominal costs incurred by you. Please adhere to the maintenance and assembly guidelines to avoid voiding the warranty. These instructions are also included in the product packaging.

We assure you that we will address any valid issues promptly and provide the necessary support. Our goal is to ensure your satisfaction with our products and services.

GOVERNING LAW:

This Warranty and any claim arising herefrom shall be governed by and construed in accordance with the laws of the State of Gujarat and the laws of India applicable therein. The parties attorn to the exclusive jurisdiction of the courts located in the State of Gujarat with respect to any action arising from this Warranty. If the laws of states in India require the applicability of such province's laws and exclusive jurisdiction of the courts of such province, then any such claim shall be governed by the laws of the province and the courts of such province in which the product was purchased.

Terms and Conditions of Purchase and Use:

1. **Acceptance of Terms:** By acquiring and/or utilizing products from Mataang, you affirm your commitment to comply with the subsequent terms and conditions. Kindly peruse these terms thoroughly before proceeding with any purchase.
2. **Product Information:** Every effort is made to meticulously present the colors, dimensions, and features of our product. However, slight variations may occur, and we cannot guarantee the absolute accuracy of your device's display in representing the product.
3. **Order Confirmation:** Upon placing an order, you will receive an email confirming the order. Please note that this confirmation does not signify our acceptance of your order; rather, it confirms the receipt of your order.
4. **Payment:** Payment is expected at the time of purchase. We accept digital or cash transactions. Prices are subject to change without prior notice.
5. **Shipping and Delivery:** Estimates for shipping and delivery times are provided, with the understanding that actual times may vary. We absolve ourselves of liability for delays caused by external factors beyond our control.
6. **Returns and Exchanges:** Returns and exchanges are accepted within 14 days of the purchase date, provided the product is returned in its original condition. Return Shipping costs are the responsibility of the customer.
7. **Limited Warranty:** Mataang offers a limited warranty on its products against defects in materials and workmanship for a duration of 1 year from the date of purchase. This warranty excludes damage resulting from misuse, accidents, or normal wear and tear.
8. **No Liability:** Mataang disclaims any liability for direct, indirect, incidental, special, or consequential damages arising from the purchase or use of products. This encompasses, but is not limited to, loss of profits, loss of data, or damage to property.
9. **Indemnification:** By using our products, you agree to indemnify and hold Mataang and its associates harmless from any claims, losses, or damages, including attorney's fees, arising from your use of our products or any violation of these terms and conditions.

10. Governing Law: These terms and conditions are governed by and construed in according to the laws of Gujarat. Any disputes arising from these terms shall be resolved in the courts of Gujarat.

11. Changes to Terms: Mataang reserves the right to update or modify these terms and conditions at any time without prior notice. Such changes will take effect immediately upon being posted on the website.

By completing a purchase, you acknowledge that you have read, comprehended, and agreed to these terms and conditions. If you do not concur with these terms, kindly refrain from purchasing or using our product.