

Comprehensive Warranty Policy

Product: Ceiling Fans

Document Version: 1.0

Effective Date: 15 August 2025

Jurisdiction: India

1. Purpose and Scope

This Warranty Policy outlines the terms and conditions under which [Brand Name] provides warranty coverage for its ceiling fan products. It is intended to protect the end user against manufacturing defects and ensure customer satisfaction through timely support and resolution.

2. Warranty Coverage

2.1 Duration of Warranty

- **Motor Warranty:** [e.g., 5 Years] from the date of original retail purchase.
- **Other Components:** [e.g., 2 Years] from the date of original retail purchase.
- **Accessories (Remote, Receiver, etc.):** [e.g., 1 Year] from the date of original retail purchase.

2.2 Covered Components

This warranty applies to the following components under normal residential use:

- Motor and internal wiring
- Fan blades and blade holders
- Downrod and mounting hardware
- Integrated light kits (excluding bulbs)
- Remote control and receiver units
- Capacitor and speed control mechanisms

2.3 Coverage Conditions

Warranty coverage is valid only if:

- The product is installed and operated according to the user manual.
- The product is used in a residential indoor environment.

- The product has not been modified, tampered with, or serviced by unauthorized personnel.
 - Proof of purchase (original invoice or receipt) is provided.
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3. Exclusions and Limitations

3.1 Excluded Scenarios

This warranty does not cover:

- Damage due to improper installation, including incorrect wiring or mounting.
- Use in commercial, industrial, or outdoor environments unless explicitly approved.
- Cosmetic damage such as scratches, dents, fading, or discoloration.
- Damage caused by power surges, lightning, fire, flood, or other natural disasters.
- Noise or vibration due to blade imbalance or environmental factors.
- Consumables such as light bulbs, batteries, or fuses.
- Routine wear and tear or aging of materials.

3.2 Limitations of Liability

- [Brand Name] shall not be liable for incidental or consequential damages, including but not limited to loss of use, inconvenience, or loss of profits.
 - Warranty coverage is limited to repair or replacement of defective parts only.
 - Replacement parts may be new or refurbished and are subject to availability.
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4. Warranty Claim Procedure

4.1 How to File a Claim

To initiate a warranty claim, the customer must:

1. Contact [Brand Name] Customer Support via [Phone Number], [Email], or [Website].
2. Provide the following documentation:
 - Proof of purchase
 - Product model and serial number

- Description of the issue
- Photos or videos (if requested)

4.2 Inspection and Resolution

- [Brand Name] may require product inspection or return for evaluation.
- If the defect is confirmed, [Brand Name] will repair or replace the affected component at no charge.
- If the defect is not covered, a repair estimate may be provided at the customer's discretion.

4.3 Replacement Terms

- Replacements will be of equal or greater value and may differ in appearance or specifications.
 - Warranty coverage for replacement parts continues from the original purchase date.
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5. Transferability and Registration

5.1 Transferability

This warranty is non-transferable and applies only to the original purchaser.

5.2 Product Registration

Customers are encouraged to register their product at [Website] within 30 days of purchase to expedite future claims and receive updates.

6. Governing Law and Dispute Resolution

This warranty shall be governed by the laws of [Insert Jurisdiction]. Any disputes arising under this policy shall be resolved through arbitration or mediation, as per local consumer protection laws.

7. Contact Information

Customer Support:

- Phone: +91-8888959595
- Email: customercare@assistmaigic.com

- Website: assistmaigic.com
- Hours: 9 AM to 5 PM