

Warranty Terms

1. **9Plus Technologies, ("9Plus") guarantees** the product purchased by you to be free from defects resulting from the use of faulty parts or poor workmanship during its manufacture subject to terms of the limited warranty ("**warranty**") given below
 1. The claim will have to be made within the warranty period.
 2. Warranty period for main device PC is 1 year and power adapter is 6 months. No warranty applies to any other product.
 3. 9Plus will repair or replace any defective parts and correct any problems resulting from poor workmanship free of charge. 9Plus reserves the right to use reconditioned parts with performance parameters equal to those of new parts in connection with any services performed under 9Plus's limited warranty.
2. **Claim under 9Plus's warranty**
 1. Claim will have to be accompanied compulsorily by the original sales invoice.
3. **9Plus's warranty service**
 1. Defective items need to be mailed to 9Plus's registered address
 2. Shipping costs, if any, will not be borne by 9Plus
4. **9Plus's service level**
 1. Response time - Next Business Day
 2. Resolution time - Five Business Days on best effort basis
 3. Business hours - 0900 hrs to 1730 hrs
 4. Business days - Monday to Friday (Except Public Holidays)
5. **This warranty shall be rendered null & void if:**
 1. The product is physically damaged.
 2. The product is modified, maintained or repaired by a party not authorized by 9Plus.
 3. The product is installed, maintained and operated in ways other than as recommended by 9Plus.
 4. The product is faulty or damaged due to electrical faults external to the PC.
 5. The model number, serial number or warranty stickers have been removed or tampered with.
 6. A non 9Plus certified product is added on to the 9Plus product.
6. **Warranty Limitations**
 1. The warranty is not transferable from one user/customer to another.
 2. The warranty does not cover replacement of the Personal Computer (PC)
 3. 9Plus will not be responsible for loss of data on the PC under any circumstances. Customers are encouraged to back up all data stored on the hard disk of their 9Plus PC before giving the PC for service.
 4. Any software that accompanied the 9Plus PC is on an "as is" basis. 9Plus does not warrant the operation of any or all the software programs pre-loaded or added to the 9Plus PC.

5. 9Plus's warranty does not entail a warranty of functionality or any obligation to repair or replace a defective computer, if that defect is a result of physical breakage, improper installation or connections, electrical faults external to the product, software induced problems (eg. Virus attacks), abuse or unauthorized modification of the product.
6. Any service, repair or replacement not within the scope of 9Plus's coverage shall be subject to the rates and terms of the ASP performing such service.
7. All third party peripherals, whether purchased as part of a system or bundled with it, normally come with the prevailing supplier's warranty and 9Plus does not provide warranty for such products.
8. Warranty on lamp is restricted to 90 days only
9. 9Plus does not warranty error free or uninterrupted operation of the equipment
7. **Warranty does not apply to**
 1. Plastic parts
 2. Defects or damage caused due to virus attack
 3. Parts requiring replacement due to normal wear and tear, corrosion, rust, stain, etc.,
 4. Damage or loss of any programs, data or removable storage media including any consequential loss or damage
 5. Damages caused due to acts of God & force majeure.
8. **Except for the warranties set forth herein**, 9Plus disclaims all other warranties, express or implied or statutory, including, but not limited to the implied warranties of merchantability or fitness for a particular purpose. Any implied warranties that may be imposed by applicable law are limited to the duration of this limited warranty. In no event shall 9Plus 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 in contract or tort or based on a warranty arising out of or in connection with the use or performance of the product or any 9Plus supplied software which accompanies the product even if 9Plus has been advised of the possibility of such damages.
9. The customer agrees that repair or replacement, as applicable, under the warranty services described herein are the sole and exclusive remedies with respect to any breach of the 9Plus limited warranty set forth herein.
10. If any provisions of this limited warranty are judged to be unenforceable or illegal, the continuation of the other provisions will not be affected. This warranty will also not affect the customer's statutory right under applicable Indian laws.