

WARRANTY CONTRACT

INDOLINE Kitchen and Wardrobe products are warranted for a period of 5 years from the date of Purchase against any Manufacturing defects. Please note the process, terms and conditions for this Warranty as below-

1. The communications related to the complaints are strictly to be sent by email on- feedback@indoline.in ; customercare@indoline.in ; maresh.sahane@indoline.in ; kazim.khan@indoline.in marking it to your respective back office (OPC) and sales representatives.
 2. The Invoice and order details along with the list of issues with all specifications must be mentioned in the mail.
 3. Clear and detail images or video clip explaining the issue must be attached with the mail. If required Indoline may send their representative to check the issue on site which will be decided by INDOLINE only.
 4. The complaint will be registered on receipt of the above details and a system generated Complaint number will be allotted.
 5. We will get back to you within 2 working days with the feedback and response. In case if some additional information or details are needed we will ask you to provide.
 6. After analyzing the details we will confirm you our feedback on the acceptance of the complaint and further course of action in terms of rework/repair/replacement.
 7. The company reserves the right to rework / repair / replace only the defective part of the Product.
 8. In case if the company agrees to rework the materials at the factory we will need the customers to ensure to send these materials properly dismantled, packed and transported to our factory along with proper documentation (Debit Note/Deliver Challan/Invoice with item wise details matching with our invoice). Any damages arising in transit and issues due to improper documents will not be in our scope. Also further the materials will not be accepted in the factory premises without proper documentation. We will need these details by mail.
 9. In case if the company agrees to repair the materials on site we shall confirm you the schedule of our person visiting the site and would need the dealers installation/technical team present on site along with whom our person shall supervise/execute the repairs. We will need a proper sign off from the dealer after the repairs are done on site.
 10. In case if the company agrees to replace the materials we will let you know the schedule of the replacement orders and accordingly those will be dispatched.
 11. The Company will make all its efforts to repair/replace the defective materials under this warranty as soon as possible. It is expressly made clear that the company shall not be held liable for any direct loss to the dealer or end user due to the defect or delay in providing this service.
 12. The Company reserves the right to replace the defective materials with any other colour or profile if it has discontinued the particular profile at the time of replacement.
 13. This warranty shall not in any case extend towards payments or monetary considerations whatsoever.
 14. Claims if any to this warranty shall be only made before the courts having jurisdiction in Nashik, Maharashtra.
- The Warranty will not be valid for the below reasons-**
1. Damages resulting due to faulty installation, accidents, mishandling, negligence, tampering, unauthorized repair, adverse site conditions, failure to follow instructions, adverse weather conditions, act of God etc.
 2. Water Leakage due to faulty civil works like Granite, Sink, and Tiles fixing, washing of Kitchen or cleaning with acid or other chemical solvents.
 3. Kitchen/Furniture bought from unauthorized dealer of Company.
 4. Issues and defects in the Non Standard materials sent by the customers for processing.
 5. If the Hardware's, Lights and accessories are from the local vendors that does not comes with warranty.
 6. For Standard Hardware's, Lights & accessories the warranty will be subject to the suppliers warranty terms and conditions.
 7. Products ordered apart from the standard specified construction and Technical catalogue, without considering the Do's and Don'ts of the products mentioned in catalogue will not come under warranty.
 8. Dispatches taken in Part load, Railway transportation or through travels will not be part of Warranty.
 - 9. Shade Variation-**
 - a. Resulting due to on site conditions like exposure to sunlight, cleaning on site with acid or strong chemical solvents, mishandling etc.
 - b. Additional / replacement orders of PU Lacquer and Lacquered Glass ordered after one month or a gap in different batches.
 - c. Solid Wood and Natural Veneer products that normally has a shade, tone and grain difference from batch to batch which is the natural phenomenon of the product.
 - d. In Additional PU order placed or processed without the reference shade sample from dealer to match the colour from the old order
 - e. In Special PU Finishes like Pearlised and Bush Hammered etc. ordered in different batches.

10. Warpage-

- a. Any warpage issues reported after 15 days of receipt of materials.
- b. Wardrobe/Tall Shutters taken without Honey Comb base materials.
- c. Regular finish Tall/Wardrobe Shutters taken without door straighteners.
- d. Due to incorrect storage and handling at dealers end.
- e. Due to faulty installation on site.
- f. Due to incorrect design.
- g. Due to incorrect selection of the hardware or fitting.
- h. Due to adverse site conditions.

11. Undulance- Glossy finish surfaces like laminate, acrylic, PU finish etc.**12. Bubbles on the panel-**

- a. Adverse site conditions where materials are exposed to water, heat and moisture etc.
- b. Panels assembled near the Hob, Chimney, and Appliances etc.
- c. Due to cleaning with water, acid or other chemical solvents.

13. Termite & Fungus- Termite or fungus issues are related to the site conditions. Even though our products are made of Termite resistance base materials but if the site conditions are prone to termite or fungus then it may affect the product. It is suggested to maintain proper pest control against termite and cleanliness.**14. Bulging of materials due to water related issues-** Any issues resulting due to water leakage through the walls, floor, civil platform, Sink areas, plumbing pipelines etc. will not be covered under warranty.**15. Scratches, Peel Off, Spots, Patches Marks-**

- a. Scratches occurring due to sharp objects and mishandling on site.
- b. Due to faulty installation carried out on site.
- c. Due to improper handling.
- d. Due to no space in between shutters for functionality, that results in chip off, scratch, peel off and damages.
- e. Patches and marks on surface due to installation, handling, and adverse site conditions etc.

16. Diagonal issues in Shutters-

- a. If the shutters are fixed on the local made cabinet.
- b. Due to faulty installation.

17. Misalignment of cabinets-

- a. Due to faulty installation.
- b. If incorrect thickness exposed sides ordered.
- c. If materials ordered in non-standard pattern without correct or proper drawings.

18. Missing Items-

- a. If not checked and reported immediately on receipt of the materials and not mentioned on the LR copy.
- b. If materials are not checked within 7 days of receipt of the materials as per the packing list and the information and details of missing items are not provided as per the packing list within 7 days of receipt of the materials

19. Incorrect sizes-

- a. If incorrect details forwarded by client.
- b. If the drawings, quotations and details sent by company not checked and confirmed by the dealer.

- c. If the dimensions of the product that is based on hardware's and accessories specification calculated incorrectly by dealer.
- d. If the excess thickness exposed panels for the carcass are ordered without considering the internal and external dimensions effect.

20. Grain matching-

- a. Although we will take all the efforts to match the grains vertically in our standard laminate and veneer range but 100 percent Grain matching is not possible.
- b. If the grain matching details not specified in the order with drawings and 3D images.
- c. It's not possible to match the grain pattern on PVC Membrane, Natural and Granite finish texture patterns.
- d. Not possible for Horizontal Grain Patterns.
- e. It's not possible to match the grains of Wardrobe doors and Loft.

21. Wrong Grain Direction-

- a. Due to incorrect order, design from the dealer.
- b. If remarks for drawers not mentioned in the order.

22. Customized Furniture-

- a. Incorrect design and confirmation given by the dealer.
- b. Faulty installation.
- c. Due to adverse site conditions.

23. LED Lights/ Drivers/ Sensors-

- a. Faulty installation at dealer's end.
- b. If not specified correctly while ordering.
- c. If the LED Lights/ Drivers/ Sensors are from local brand or does not have any warranty from the supplier.
- d. Due to adverse site conditions and voltage fluctuations.

24. Damaged Materials-

- a. Due to faulty Installation.
- b. Materials getting damaged due to adverse site condition.
- c. Transit damages – Our prices are Ex-factory, Nashik and transportation being the third party the transit damages will not be considered as replacement. The dealer has to arrange for the transit insurance before dispatch and claim the damages from the insurance company. The materials against transit damages will be supplied as an additional order and the claim for damages will be received by the dealer from the Insurance Company.

Dispatches taken in Part load, Railway transportation or through travels will not be covered under Insurance.

(*Please refer the process of Insurance claim as per the suggestive “New India Insurance Company”)

General Process for Insurance Claim as per the suggestive “New India Insurance Company” –

1. Receiver must check the goods while taking the delivery of the materials. If not possible please mention subject to verification on LR copy. In case of FedEx cargo you have to check the materials and the damage remark if any and it is valid up to only 7 day from delivered date.
2. If material is received in damaged condition please put remark on LR copy.
3. Intimate the New India Assurance co. local office in Nashik and ask for deputing an IRDA approved marine surveyor person for survey within 10 days.
4. Please provide damage material value, photograph, insurance and invoice copy to surveyor to prepare survey report.
5. Surveyor fees is needed to be paid and get the receipt.
6. Get the survey report from the surveyor along with the receipt for the surveyor fees.
7. Claim lodging letter against transporter/carriers.

After this process please send the below mentioned documents to New India insurance company.

- a. Claim form.
- b. Damage certificate.
- c. Claim bill.
- d. Survey report.
- e. Survey fees receipt in original.
- f. Copy of Invoice, packing list.
- g. Insurance copy.
- h. LR copy.
- i. Policy copy.
- j. Copy of claim lodging letter along with register a/d.
- k. Copy of subrogation letter on stamp paper of ₹. 100/- duly signed and stamped.
- l. A blank cancelled cheque to facilitate the insurance company to transfer the claim

Settlement amount to the claimers bank account.

I agree to the above Terms and conditions of the Warranty –

(Dealer Signature & Stamp)