



## Warranty Policy

### **Warranty Agreement**

INP Computer Technology Pvt Ltd guarantees that all INP manufactured products undergo strenuous quality control testing before delivery. In the event that any product defect (nonconformity) occurred with respect to the product, INP will provide product repair and replacement service within the warranty period according to this agreement.

### **Duration of Warranty**

**1 Year to 7 Year warranty (depends upon warranty purchased)**

Examination, repair and replacement parts are provided free of charge for the following:

**I1000ADL**

**I1000BTS**

**I1000A**

**I1000BT**

**I1000AIO**

**I100 (Maximum warranty period 3 years)**

**I1000-210**

**I1000211**

**I1000M (Maximum warranty up to 2 year)**



## **Warranty Terms**

### **Onsite warranty**

**Call response Time 1 hour 8 hour depends upon the agreed warranty terms**

**Call resolution Time: 12 hours to 72 hours depends upon the agreed warranty terms**

- **In-warranty service:** If the product was serviced or replaced within the original warranty period, INP will issue service free of charge, or you will receive a replacement of your original product.
- **Out-of-warranty service:** If the product was serviced out of the original warranty period, you will be charged a fee, and the serviced device will have an additional half year warranty.

### **Definition of Duration of Warranty**

INP manufactured products will be free from defects based on conditions and durations mentioned above from the date of initial purchase. Invoices or shipping documents must be presented when claiming warranty. If such document(s) cannot be presented, the manufactured date will be considered the 1<sup>st</sup> date of Warranty.

### **Repair and Replacement Guidelines**

Customers with INP manufactured products are entitled to repairs or replacement of product within the duration of the warranty. Replacement products are guaranteed to have similar or exact specification items and components.

### **The Warranty is NOT subject to the following conditions:**

1. Manufactured products were misused or abused due to non-compliance with the INP's product manual.
2. Any damage was caused by Natural Disaster, such as flood, conflagration, earthquake, lightening, typhoon, etc.; Actions of Intent, such as bumping, hammering, etc.; Computer Malfunction, or other abnormal uses.
3. Any damage caused by the repair or modification by anyone other than an INP-authorized personnel with an INP-approved component.
4. Any damage caused by a computer virus.
5. Any damage resulting from physical/electronic/electromagnetic pressure and interference, unstable or misused power supply, lightening and static electricity, flame or other act of God, etc.
6. Any damage caused by exposure to improper environments for the specified device, such as high temperature, high humidity, etc.
7. Any damage caused by mishandling during the transportation to INP for repair.
8. Any damage caused by any research or development usage or professional testing/examination.



9. INP does **not** warrant, and shall **not** be responsible for any loss of data/software stored or installed in any manufactured products, including returned units.

### **Standard Procedure of Claiming Warranty**

1. RMA Service:
  - i. Apply for RMA service on "Customer Logging" page (on website) Customers can log in to "Customer Logging" to apply for an RMA number. Please check the INP official website (<http://www.inp.co.in>) or our Sales Department for more details.
  - ii. Apply for RMA by Sales / RMA Center Please send EMAIL to INP Sales / Support Department regarding the detail of the defect to receive your authorized RMA number. Complete the RMA request form with ship-to address, contact information, RMA number clearly marked on the parcel. The customer is responsible for the one-way freight, and insurance (optional). INP Sales Department must receive RMA product within 30 days after the RMA number is generated.

INP

**Address:**

**504 Sanjar Enclave, Opp Milap Cinema, SV road, Kandivali west, Mumbai 400067, Maharashtra , India.**

2. RMA Charge: INP RMA Department will check the mechanical appearance and any damages within 3 working days after receiving the RMA items. A maintenance offer will be provided to clients and the decision of acceptance or rejection must be received within 3 working days, or deemed to have waived their rights.

### **DOA Policy**

1. All INP manufactured products are under DOA "defect on arrival" policy within 15 days from the invoice date. Customers shall report DOA status to INP for trouble-shooting and further clarification. INP will provide a replacement product to customer in a timely manner after INP receives the defective sample. This does not apply to any products that have been repaired, misused, or any other improper actions that lead to malfunction on the customer site. Products that have been in use beyond the DOA period will only be repaired under the terms of the INP warranty statement.

### **Product Change Notice (PCN) / Product End Of Life (EOL)**



1. INP will provide a 3-month advance notice regarding any modification to INP manufactured hardware/software. Modifications can include replacement of essential component(s), product enhancement, etc.
2. Customers can continue to place orders for these products after receiving the PCN or EOL of the item.
3. In the event of a warranty request for a product that has been discontinued or is no longer serviced, INP will offer a comparable substitute product in lieu of repairing the item under warranty.

#### **REMARKS**

1. This warranty is complete and supersedes all other warranties and representations, whether oral or written, between you and INP
2. INP is obligated to provide warranty service, but the related cost of replacing material and components will be charged if the Duration and Warranty Terms does **not** apply
3. INP RMA department will make the final decision on repairing the RMA product with an equal or better replacement.
4. Please refer to INP for further details if the defective manufactured product has been phased out or if the replacing material is out of stock.
5. The warranty is invalid when INP sticker or logo is removed or damaged in any way beyond identification.
6. This warranty policy only covers INP manufactured products with a defect or components that need to be replaced.

#### **NO-OBLIGATION POLICY**

INP does **not** provide service under circumstances other than previously mentioned in the warranty policy, nor carry any other implicit, explicit, or subsidiary obligation in the warranty policy. Please refer to, and only to, the warranty policy for INP service obligation. The warranty policy supersedes any other promise in oral or written form. The warranty policy does **not** cover any random, extraordinary, direct or indirect damage that comes with the manufactured product, even when INP has been notified of the possibility of such damages. All actions of repair, replacement, or refund by INP are in fulfilment of the promises indicated under the warranty policy.

**For INP Computer Technology Pvt Ltd.**

**Date: December 2014.**