



Warranty Policy – Artis Smart Accessories (Effective 30/11/2017)

Objective:

This document is established to define the Warranty Policy through which Kunhar Peripherals Pvt. Ltd. (KPPL) warrants its Artis products, customers have purchased from KPPL or KPPL distributors, resellers, or other authorized partners to be free from manufacturing defects in material and workmanship under normal use. This limited warranty shall apply to Artis brand products only. For below products, defects under normal use circumstances and at the discretion of the company, KPPL shall provide free of charge repair and/or replacement services within the warranty period.

Policy is applicable to Artis Smart Accessories Product categories only. **Proof of an authentic invoice is a must for the eligibility of a product to be covered under warranty. Approval of the claim based on verified invoice will be at the sole discretion of KPPL services.** The product warranty period commences from the date on the invoice. This warranty extends only to the original purchase and is non-transferable.

Prior to contacting an Artis service center, please ensure the following information is at hand:

- Model name & serial number,
- Customer's full address and contact information.
- Invoice number, a copy of the customer's original invoice/receipt.

Service policy for all Artis product is RTB (Return to bench) at nearest Artis service Centre, unless otherwise specified during time to time.

Item	Warranty Period	Scope of Warranty	Warranty Service	Warranty support Documents
Artis Earphone	6 months	Labour & Parts	Walk in	Purchase Invoice
Artis Headphone	6 months	Labour & Parts	Walk in	Purchase Invoice
Artis 2.0 USB Speaker	12 months	Labour & Parts	Walk in	Purchase Invoice
Artis Bluetooth Speaker	12 months	Labour & Parts	Walk in	Purchase Invoice
Artis Outdoor Bluetooth Speaker	12 months	Labour & Parts	Walk in	Purchase Invoice
Artis Trolley Bluetooth Speaker	12 months	Labour & Parts	Dealer's Counter / On site*	Purchase Invoice
Artis Bluetooth Earphone	12 months	Labour & Parts	Walk in	Purchase Invoice
Artis Bluetooth Headset	12 months	Labour & Parts	Walk in	Purchase Invoice
Artis USB charger/Travel Charger	12 months	Labour & Parts	Walk in	Purchase Invoice
Artis USB Sync Cable	6 months	Labour & Parts	Walk in	Purchase Invoice
Artis Wireless Charger	12 months	Labour & Parts	Walk in	Purchase Invoice
Artis Power-bank	6 months	Labour & Parts	Walk in	Purchase Invoice
Artis Surge Protector	36 months	Labour & Parts	Walk in	Purchase Invoice
Artis Laptop Adaptors	36 months	Labour & Parts	Walk in	Purchase Invoice
Artis Mac -Compatible Adaptor	12 months	Labour & Parts	Walk in	Purchase Invoice
Artis Mac Shell Cover	N/A	N/A	N/A	N/A
Artis Mobile Holder	N/A	N/A	N/A	N/A
Artis LED Lamp	12 months	Labour & Parts	Walk in	Purchase Invoice
Artis Keyboard solo	24 months	Labour & Parts	Walk in	Purchase Invoice
Artis Mouse Solo	24 months	Labour & Parts	Walk in	Purchase Invoice
Artis Keyboard-Mouse Combo	36 months	Labour & Parts	Walk in	Purchase Invoice

*Note: Bluetooth Trolley Speaker carry 12 months warranty at dealer's counters.

In towns where we have our Service centers / Service representatives, On-Site support may be provided within city limits as defined by our service department.

On-Site support will be provided only if customer provides sufficient detail regarding warranty and nature of problem to technician on phone or by mail.

First telephonic support will be provided & only if necessary, technician will visit the site. It is expected that for On-Site support, end user should log the complaint directly in our service centers and not the dealers or the distributors.

Dealer means first buyer from the stockist. Further down warranty will be Walk in nearest service counter basis.

**Warranty Terms and Conditions:**

1. Service shall be carried out through Artis service centers.
2. In the event of repair / replacement of any part of the unit, this warranty shall then after continue and remain in force only for the remaining period of the product warranty.
3. During the warranty period, the product will be repaired or replaced at sole discretion of KPPL.
4. For repair / replacement, reconditioned parts / product may be used .The product will be replaced with the same or similar reconditioned / replacement model at the KPPL discretion.
5. In the event of replacement/Repair, our service center, reserves the right to retain any part/s or component/s or subassemblies replaced at its discretion.
6. The warranty does not cover demonstration and installation.
7. The warranty does not cover normal wear & tear of product or accessories.
8. The warranty is non-transferable.
9. The KPPL (Artis) liability under this warranty shall be limited to repair / replacement of part/s, which are found to be defective & it does not cover damage to the product internally / externally. Final decision of KPPL will be binding on the customer.
10. Repairs during warranty period shall be carried on RTB / “Carry In” basis unless otherwise mentioned.
11. This limited warranty is applicable for malfunction due to manufacturing defects & material workmanship defects only.

Warranty is not applicable in following cases:

1. If the stipulated warranty period as determined from proof of purchase, has expired.
2. The product is not used according to the instructions.
3. Deterioration of the product caused by normal wearing and tearing.
4. Modification or alteration of any nature is made in whatsoever way to the product.
5. If the product is tempered or repaired by an un-authorized person / agency.
6. Any external accessories or add-ons, which are not supplied by Artis.
7. Site conditions that do not conform to the general operating conditions of the product.
8. If any damage occurs in/on outer surface of the product, including but not limited to cracks, dents, rusts or scratches on the exterior cases, buttons and other attachments and the if product is found to be physically damaged, plastic melted, wet /moist or burnt.
9. If the product serial number or warranty seal is illegible or has been removed, erased, defaced, altered, and/or tampered. If any accessory or external part of the product is missing.
10. If the product purchased from unauthorized channel.
11. Damage in transit to and from service center.
12. In case of Ear Phones / Head sets / Sync Cables – damaged or broken or cut cables, torn cable jacket, jacks, modular plugs, wear & tear of gold plated contacts, switches, ear tips, ear loops, ear cushions.
13. In case of Power-banks normal deterioration of battery is expected to due to long & continuous usage. This performance guarantee is not covered.
14. Any other circumstances that are contradictory or are not in compliance with business ethics.

Note for stockists and dealers:

- The maximum warranty period permissible to your customer is standard warranty + 30 grace days. You are requested to intimate your stock position to us in writing by email with serial nos. of unsold stocks before expiry of standard warranty period to be eligible for extended grace period warranty.

For further queries please write to:-

Central Repair Center, Pune.

Email – service@artis.in

Website – www.artis.co.in

Phone: 020-26113250 / 60 , 7875012381

For Kunhar Peripherals Pvt. Ltd.



Service Head