



## Godrej Warranty Policy Electronic Security Solutions (ESS)

Date: 1<sup>st</sup> June 2025

Dear Customer,

Thank you for choosing a Godrej product. Godrej & Boyce Manufacturing Company Limited, part of the Godrej Enterprises Group, is committed to providing high-quality products and ensuring customer satisfaction. This Warranty Policy outlines the terms and conditions under which we offer warranty services for hardware manufacturing defects.

Godrej & Boyce Manufacturing Company Limited through its Security Solutions Division (hereinafter referred to as "the Company"), undertakes and gives warranty to the end User as follows:

### 1. Scope of Warranty

- a. Eligibility: This warranty is extended only to the Customer of the Product from an authorized dealer / reseller of the Company. It is non-transferable and cannot be claimed by a subsequent buyer.
- b. Product(s): All models of Video Door Phone, Wi-Fi cameras, CCTV cameras, CCTV accessories and Burglar Alarm System imported, marketed and sold by the Company, either directly or through its authorized dealers / authorized resellers including authorised online resellers.
- c. Customer: An end-user (a person, firm, company or a legal entity) which purchases the Product(s) from the Company or its authorized dealers / authorized resellers / authorized online resellers.
- d. Geographic Coverage: This warranty is applicable to Products sold and used within India only.
- e. Hardware Defect Coverage: The warranty covers manufacturing defects in the hardware of the Product only. The Company's obligation is limited to repair or replacement (at its sole discretion), subject to hardware availability. The Company's decision on the nature of the defect shall be final and binding. In case of a damage observed in supplied / in use Product, the Company shall hold the final right to decide the applicability of the warranty terms, including the decision to repair / replace the relevant part of the Product based on the report submitted by the Company's service representative.

f. **Software Exclusion:**

No warranty is offered for software, whether pre-installed, updated, or installed separately by the Customer. Use of software is governed by the relevant software provider's End User License Agreement (EULA) made available with the software. All rights, title or interest in respect of the intellectual property rights relating to software will always remain with the respective licensor of the software at all times.

g. **Proper Use Required:** The warranty will be void if the Product is not used in accordance with the user manual or manufacturer's instructions issued by the Company.

h. **Policy Updates:** The Company reserves the right to revise warranty terms from time to time. Customers are advised to check the latest policy on the official website: <https://www.godrejenterprises.com> . Changes to the policy will not affect warranty claims for Products purchased before the policy revision date.

## 2. Warranty Duration

a. **Period of Warranty:** Standard Warranty duration is for One (1) year.

b. **Commencement of Warranty:** The warranty period begins from the Customer's date of purchase of the Product mentioned on the original Tax invoice. Product serial no. should be mentioned on the invoice.

c. **The Warranty Period on the replaced or repaired Product shall be reduced to the balance period, as computed from the date of first sale of the Product. Spares replaced on a chargeable basis will carry a warranty for three months from the date of replacement, whereas for spares replaced FOC, the warranty ceases with the original warranty period of the full Product.**

## 3. Warranty Exclusions

This warranty shall not apply to the following:

- Products purchased from unauthorized sellers.
- Consumables such as batteries, plastic parts, and accessories (unless defective within 15 days of purchase).
- Physical or cosmetic damage during transit or use.
- Use with third-party products, third party software or data, user installed software accessories.
- Damage due to accidents, misuse, natural disasters, rodents/insects, or exposure to abnormal voltage.
- Unauthorized modifications.
- Firmware/software installations.
- Operating or storage conditions outside the recommended guidelines.
- Normal wear and tear.
- Removal, alteration, or tampering of serial numbers or labels.
- Loss, theft, or lack of proof of purchase.
- Service by unauthorized personnel.
- Issues related to signal reception or compatibility.
- Voltage variation beyond  $\pm 5\%$  of rated voltage.

#### 4. Warranty Service Procedure

- a. **Contacting Support:** Customers must contact the centralized helpline at 1800 20 99955, WhatsApp: 9321665511, email: [secare@godrej.com](mailto:secare@godrej.com). After evaluation, an authorized representative will call back to determine warranty eligibility.
- b. **Dead on Arrival (DOA):** If the Product is DOA, Customers must report it within 7 days from the date of purchase for replacement.
- c. **Proof of Defect:** Customers may be required to submit photographic and/or video evidence or make the product available for inspection.
- d. **Repair or Replacement:** The Company may, at its sole discretion, choose to repair the defective part, replace it with a refurbished or a new equivalent Product. All replaced products/parts become Company property.
- e. **Turnaround Time:** While we aim to resolve issues promptly, no guaranteed turnaround time is provided.
- f. **Cosmetic Variations:** Replaced parts may differ slightly in shade, pattern, or size.
- g. **Out-of-Warranty Service:** Out-of-warranty service is available on a chargeable basis. An estimate will be provided in advance.
- h. **Data Responsibility:** Customers are advised to back up all data before service. The Company is not responsible for any data loss.

#### 5. Disclaimer & Limitations

- Company makes no other express warranty either in writing or otherwise and expressly disclaims all warranties and conditions not stated in this warranty. Company does not warrant that the operation of the Product(s) will be uninterrupted or error-free. To the extent allowed by the Indian laws, the Company disclaims all implied warranties or conditions, including any implied warranties or conditions of merchantability, merchantable quality, and fitness for a particular purpose.
- Except as indicated above, in no event shall Company be liable for:
  - a) any indirect loss or damage arising out of or resulting from the purchase, use or improper functioning of the Product(s), including but not limited to lost profits or savings, business interruption, business loss, loss of data, lost revenue, loss of use, or any other commercial or economic loss of any kind, or any special, incidental, or consequential damages/loss.
  - b) Any claim made by a third party or made by Customer on behalf of a third party.
- The Company's liability to the Customer under this warranty is limited to the price of the Product.
- Warranty does not extend or restart post repair/replacement; it continues as per the original purchase date.
- Unauthorized repair voids the warranty.
- In case of disputes, the decision of authorized Company personnel is final.

### Legal Compliance:

This policy shall be read in consonance with the Consumer Protection Act, 2019, and nothing in this policy shall limit or restrict any right available to Customers under Indian law.

### 6. Jurisdiction

All disputes arising under or related to this Warranty Policy shall be subject to the exclusive jurisdiction of competent courts in Mumbai, Maharashtra, notwithstanding that the Products may have been sold or delivered elsewhere.