

HANS™ PowerPack Warranty conditions

REFUND & RETURNS: All sales are final. No returns or refunds are available on HANS™ PowerPack 150 and HANS™ PowerPack 300.

WARRANTY

LIMITED WARRANTY

Manufacturer hereby warrants all new HANS™ PowerPack 150 and HANS™ PowerPack 300 devices, including every major component / part thereof, are free from defects in materials and workmanship at the time of delivery and for the duration of the Warranty Period.

WARRANTY PERIOD

Manufacturer provides a limited twelve-year “Warranty Period” in accordance with the terms contained herein for all new devices. This warranty is invalid if the factory-applied serial number has been altered or removed from the device or if the device has been tampered with.

LIMITED TO ORIGINAL CUSTOMER

This warranty is available only for the original customer and you will be required to provide proof of purchase.

REMEDY

Subject to the limitations and exceptions set forth herein, the manufacturer shall, at its sole discretion, repair or replace the device due to any defect in materials or workmanship which may occur during the warranty period, and the customer shall pay for shipping. In the event the manufacturer concludes, however, that the cause of any defect or fault is not a defect in materials or workmanship, customer shall pay the costs to repair or replace the device.

EXCLUSIONS

This warranty shall not apply to any defect, fault, or malfunction of the device where it is a direct or indirect result of: (a) lack of proper maintenance or care of the device; (b) incorrect or unreasonable use of the device; (c) failure by customer to carry out or to observe instructions or directions given by manufacturer; (d) unauthorized modifications or repairs attempted or carried out by customer or some other person on customer’s behalf; (e) use of unapproved parts or accessories; or (f) faulty or defective electrical wiring, walls or structures where the device is used.

The customer shall not use the device in any way whatsoever, after becoming aware of any defect or fault in the device until the device has been repaired or replaced by the manufacturer. In the event, customer uses the device after becoming aware of any fault or defect and prior to the device being

repaired or replaced by the manufacturer, then the customer shall indemnify the manufacturer from any claim made against the manufacturer for damages arising out of such use.

The customer shall not take any steps to repair or modify the device or any part thereof without the prior express written consent of the manufacturer. Unapproved repairs or modifications of the device carried out by the customer or third parties voids the warranty claim and the manufacturer shall have no obligation to repair or replace the device.

HOW TO RECEIVE SERVICE

The customer shall notify M/s Devshakti Free Electric Pvt Ltd. of any defect in the material or workmanship of the device that renders the device unable to perform, within seven (7) days of becoming aware of such defect and such notification shall be confirmed in writing. Such writing shall include, at a minimum, the date of delivery of the device, device serial no., invoice #, and full details of the alleged defects and faulty parts. Refer any and all claims or defects to:

Devshakti Free Electric Pvt. Ltd.
2nd Floor, SRI SIIM Research Foundation Trust
7 Institutional Area, Vasant Kunj, Phase II, New Delhi, 110070
Email: info@devshaktielectric.com
[Phone number: 01126891595]

The Devshakti customer service will review the reported defects and contact the customer with any additional queries. If the service is authorized, the customer is advised to ship the device as per given shipping instructions. Upon receipt of the faulty device by the manufacturer, the device is processed and inspected to determine if a repair or replacement of the device is needed. The device is repaired/replaced based on the assessment of the manufacturer and then returned to the customer. The dispatch details are forwarded to the customer on dispatch of the device.

LIMITATION OF LIABILITY

DISCLAIMER OF ALL OTHER WARRANTIES. MANUFACTURER DISCLAIMS ALL WARRANTIES IN CONNECTION WITH THE DEVICE, EXPRESS OR IMPLIED, REGARDING ANY MATTER WHATSOEVER, INCLUDING WITHOUT LIMITATION DESCRIPTION, QUALITY, DESIGN, PERFORMANCE, SPECIFICATIONS, CONDITION, MERCHANTABILITY, AND FITNESS FOR ANY PARTICULAR PURPOSE, EXCEPT AS EXPRESSLY SET FORTH IN THIS AGREEMENT.