

# D-Link (India) LTD. - Service Centre

## Terms and Conditions:

1. Please produce ORIGINAL "Product Receipt Note" (PRN) while taking delivery of the product. D-Link reserves the right to refuse delivery if the original Service Job sheet is not produced. Delivery may be made to claimant only on the company being satisfied of legal ownership of the claimant.
2. All products are verified externally for customer induced damage if any and notified to customer during receipt of the product. However, further verification is done during the repair process for internal damages if any, such as burn out, corrosion, un-authorized repair attempts or damage beyond D-Link's control, if found product will be returned without repair/replacement as per the company warranty policy.
3. Some D-Link Authorised Service Centre may not have Repair/Testing facility for all sold or distributed Products. Products for which local Repair facility is not available, such products will be sent to nearest D-Link Service Hub. The Repair Status will be updated to Customer by mail/SMS.
4. Service centre may request for supporting document for warranty verification wherever necessary. Customer must ensure the documents submitted for warranty verification is correct and valid.
5. The D-Link is not responsible for the accessories not recorded in the Service Job Sheet and not responsible for storing the packing material
6. For Out of Warranty products, the D-Link Service Centre will provide the estimated cost before the actual repair. The Estimate does not guarantee the 100% Repair. If not repaired, the product will be returned at no cost. D-Link Service Centre will do sincere repair attempts. After repair attempts, we cannot guarantee to restore the original symptoms
7. Repairs will commence only on approval of repair estimates. Customer shall pay nominal inspection charges (if applicable) and collect the set immediately if repair estimates are not approved as above. Non-collection will invite action stipulated under clause No. 17
8. Fresh estimate will be provided by the D-Link through an E-mail / Telephone call if actual repair cost exceeding the estimated cost approved by the customer before proceeding with actual repair.
9. In case the spare parts are not available and have to be arranged / sourced afresh, a tentative date for repairs will be indicated and the customer may require depositing 100% advance, prior to the sourcing of the spare/s if necessary.
10. D-Link Service Centre will provide 30 days Service Warranty for the same fault. No warranty or guarantee on spare parts replaced shall be applicable for out of warranty sets. However, should a defect recur within 30 days of the repair carried out, the labour charges shall be waived-off
11. No credit facility for chargeable repair jobs. All chargeable repaired products will be delivered against payments only. Payments should be in Cash/RTGS/NEFT or DD in favour of "D-Link (India) Ltd."
12. D-Link does not guarantee that the product quality being satisfactory if the set has been attended by any unauthorized service centre (non-D-Link service centre is not authorized to make any modification)
13. Company shall not be liable for any loss/ damages arising out of circumstances beyond its control
14. An intimation may be given by D-Link by telephone or by letter or by E-mail at the contact numbers / address provided by the customer or at the time of product receipt.
15. Company will not be liable for wrong address or telephone numbers provided or for non-provision of forwarding address. Company's obligation shall be complete on intimating the customer by sending a letter at the address indicated on PRN or such other forwarding address intimated by the customer to the company, in writing, by registered post.
16. The equipment should be collected within 30 days from the date of intimation on production of the original PRN. Failure to do so may attract accommodation charges decided by D-Link up to Maximum of 90 days, after which, the company shall dispose-off the equipment to recover the cost incurred on it.
17. Under no circumstances shall the set be retained by the company beyond a period of 90 days from the date of repair or non-approval of estimate. Unclaimed articles beyond 90 days shall be auctioned or disposed-off by private agreement to third party (ies). The proceeds, shall in the first instance, be appropriated towards recovery of repair charges, accommodation charges etc
18. All disputes are subjected to the jurisdiction of local courts where the service centre is situated
19. Customer Signature on this form is treated as Acceptance of Terms and Conditions