

Warranty Claim Handling Policy for Inverters/UPS

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Supplier – Chadha Power LLP, India/Chadha Power (SA) (Pty) Ltd, South Africa

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Objective:

The objective of this policy is to render effective and efficient quality services to Distributors/Dealers/Customers.

Warranty Policy:

- The warranty of the products extends for a period of 1 year from the date of dispatch.
- The faulty inverter/s shall be returned to Chadha Power at the customer's expense along with a copy of the tax invoice. Upon receipt of the faulty inverter/s, Chadha Power would repair the inverter subject to availability of spares. The freight costs for the repaired inverter/s would be to the customer's account.
- The warranty would be void if the warranty sticker is torn/tampered.
- The inverters are warranted against all defects arising solely from manufacturing defects or poor workmanship. Consequential usage/wear & tear will not be entertained.
- Chadha Power will only repair the inverters; no other costs like electricity, transportation, consumables & manpower will be entertained.
- Chadha Power is not responsible for any legal cases/consequential liabilities with customers/distributors/dealers.
- In the event of repair, the original warranty terms for the product will not be extended.
- Any components/parts removed from the inverter for replacement purposes will be the property of Chadha Power and no compensation such as scrap rebate etc. will be given for them.
- The warranty does not cover any damages to the inverter caused by natural calamities, accidents, fire, faulty electrical systems, misuse, abuse, improper installation, theft, improper handling and service by unauthorized dealers/electricians.
- In case an inverter model is phased out, Chadha Power reserves the right to provide another model of the nearest capacity and suited to the application as settlement of warranty.