



**\*\*\*Trade Service Policy\*\*\***

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**TeknoDome India Pvt Ltd**

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Teknodome India Pvt Ltd.

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## 1 Introduction

### 1.1 Objective

This document is established to define the process for settling Trade's pending Service cases within specific time period (and under certain conditions), by giving any of the below solution against defective product:-

- a) Product Repair
- b) Product Replacement
- c) Refund

### 1.2 Scope

This is applicable to CD & IT Products only.

### 1.3 Enumeration

ECP	–	Elista Care Partner
EOL	–	End of Life
OEM	–	Original Equipment Manufacturer
DOA	–	Dead On Arrival
TD	–	Transit Damage
Sales Channel	–	Distributor / Dealer / Retailer

## 2 Overview

### 2.1 Process Overview

This policy seeks to settle the Service cases at Sales channel end under below conditions :-

- 1) **Transit Damage** – Fresh Elista Products reported as Transit Damaged (from company WH to Distributor WH or from Distributor WH to Dealer WH) at sales point would be treated under TD category.  
Engineer to do ELS of product and refer TD / DOA table (annexure 7.1) and inspection checklist (annexure 7.2) to check product qualifies or not under TD category
- 2) **Dead On Arrival** – Fresh Elista Products reported as Dead/No Power at end user or sales point excluding resolve with software would be treated under DOA category.
- 3) Engineer to do ELS of product and refer TD / DOA table (annexure 7.1) and inspection checklist (annexure 7.2) to check product qualifies or not under DOA category
- 4) **Display Stock** – Fresh Elista Products put on display at Sales point and need to be repaired or replaced would come under Display Stock.  
Engineer to do ELS and inspection of product for any damages.

Note :-

- a. In TD case, if product is received with damaged Gift box at Distributor end, same need to be mentioned on POD receipt, with an information to Commercial Logistics team, who will settle the case with Courier Company and hence settle Distributor with replacement or issuing Credit note against the damaged received product.
- b. Product will not be considered as Display stock if found damaged by Engineer in any case and hence repair / replacement of such product will be on chargeable basis.

### 3 Product Group wise Warranty Coverage

All products sold under brand **Elista** will come under warranty period mentioned as below:

Product Group	Warranty Period**	Service Type	Parts not Covered in Warranty
LED TV AOSP/Cloud (All model)	One Year	Onsite / RTB	06 Month on Remote. Plastic parts not covered under warranty. Software issue not covered under warranty
LED TV WEBOS	One Year Comprehensive and Extended 1 Year (Registration of Product with Elista Care is mandatory to avail Extended warranty)	Onsite / RTB	06 Month on Remote. Plastic parts not covered under warranty. Software issue not covered under warranty
Speaker 2.0/2.1/ 4.1	One Year	RTB	Physical Damages / Burnt circuit
Tower Speakers /Trolley Speakers	One Year	Onsite* / RTB	Physical Damage / Burnt circuit and remote
Refrigerator	Comprehensive – 1 Year & Compressor – 10 Year	Onsite / RTB	Plastic parts / Aesthetical Damaged / Tampered parts / Glassware / Bulb / Tube
Air Cooler (Desert / Window / Personal)	One Year	Onsite / RTB	Plastic parts, Aesthetical Damaged / Tampered parts and cooler pads
Washing Machine – Semi / Fully Automatic	Comprehensive – 2 Year and additional 5 Year on motor	Onsite / RTB	Outer steal casing / Top Lid (Aesthetic/Plastic parts such as cabinet. Accessories such as inlet pipe, drain pipe, wash lid, spin lid etc.)
SMPS	2 years	RTB	Physical Damage /Burnt Circuit
Keyboards	1 year	RTB	Physical Damage
Mouse	06 Month	RTB	Physical Damage
LED Monitor	01 Year	RTB	Physical Damage
UPS	02 Year on Unit and 01 year on Battery	RTB	Physical Damage /Burnt Circuit
Deep freezer Convertible	01 year comprehensive and 3 year on Compressor	Onsite/RTB	Physical Damage / Gas Leakage / Body Damage (Internal or External) /Rust
Deep freezer Combi	01 year comprehensive and 2 year on Compressor	Onsite/RTB	Physical Damage / Gas Leakage / Body Damage (Internal or External) /Rust

\*\* **Warranty** Period: Start date will be considered either from Date of Primary Sale<sup>#</sup> or End User Sale Invoice<sup>^</sup> date with Product serial number (whichever is earlier) till the Warranty period mentioned in above table.

<sup>^</sup> End User Sale Invoice should have a valid GST Number and it is pre-printed mentioning complete address and contact number of the sales partner.

<sup>#</sup> Primary Sale – Direct Sale from Teknodome India Pvt Ltd to its Super Stockiest or Distributors or Consignees or customers

· RTB – Return to Bench, where Purchaser will carry product at Elista Own / Authorized Service Centre.

\* Onsite warranty applicable in selected cities (locations where Elista Own / Authorized Service Centre are available) within municipal city limits.

· Onsite calls can be registered with Elista centralized Helpline No. - 18001217162

## 4 Warranty Details

### 4.1 Warranty Terms and Conditions

1. This warranty is confined to the first purchaser of the product only with Valid GST Invoice mentioning Product details and Product serial number.
2. This warranty is applicable only for the personal use of product by purchaser and warranty will be void if product used for any Commercial purpose.
3. Repair or replacement will be carried out through the Company's Own / Authorized Service Centre
4. For units installed beyond the municipal limits of the jurisdiction of the Company's Own / Authorized Service Centre, all expenses incurred in collection the unit or part/s thereof from the Company's Own / Authorized Service Centre, as well as expenses incurred for deputing of service personnel / technicians towards to and fro travel, conveyance and other incidentals etc. will be borne by the customer.
5. In the event of repairs / replacement of any part/s of the unit, this warranty will thereafter continue and remain in force only for the unexpired period of the warranty. Moreover, the time taken for repair / replacement and in transit whether under the warranty or otherwise shall not be excluded from the warranty period.
6. The company or it's authorized Service Centre, reserves the right to retain any part/s or component/s replaced at it's discretion in the event of a defect noticed in the equipment during the warranty period.
7.
  - a. Any change of address shall be intimated to concerned Service Centre for continuation of warranty.
  - b. Warranty for the unexpired period shall continue after the product is inspected by the concerned Service Centre and the product is found free from transit damage. The customer shall have to pay a visiting charge towards inspection, as applicable.
  - c. In case of any transit damage, the product shall be repaired by the concerned Service Centre on charges and warranty for unexpired period to continue.
8. Demonstration / installation of the product purchased is free Of Cost till 07 days of End User Sale invoice date.
9. The company's obligation under this warranty shall be limited to repair or providing replacement of part/s only. Software related issue are not covered under warranty or service. The maximum claim/s if entertained by the company will be subject to the maximum retail price of the product purchased or the purchase price, whichever is lower.
10. In the event of any unforeseen circumstance, and spares not being available, the company's prevailing depreciation rules will be binding on the purchaser to accept as a commercial solution in lieu of repairs.
11. The warranty does not cover any accessories external to the system.
12. The warranty is issued at New Delhi, and Courts at New Delhi shall have exclusive jurisdiction over matters covered or flowing from this warranty.
13. The company's obligation under this warranty shall be limited to repairing or providing replacement of part/s, which are found to be defective.

14. Repairs during warranty period shall be carried on "Carry In" basis. Wherein for service the purchaser shall bring the product to the Service Centre with whom the set is registered for warranty service. The warranty does not cover cost of transportation of system from place of installation to the Service Centre.
15. The concerned Service Centre will advise the customer whether to complete the repair at site or its Service Centre.
16. Any part/s of the system replaced by the company at its discretion shall be with a functionally operative part.
17. Customers are requested to collect the product within 7 days from the date of receiving the repair confirmation from service centre.

#### **4.2 Warranty not applicable in below conditions**

1. The product is used for commercial purpose instead of personal use.
2. The completed warranty card / GST invoice copy with Product name and serial number is not presented to authorized personnel at the time of repair.
3. The product is not purchased from an Authorized Elista Sales Channel.
4. The product is not used as per the instructions given in the instruction / user manual.
5. Defects caused by improper use as determined by the company personnel.
6. Modification or alteration of any nature is made in the electrical circuitry / physical construction of the set.
7. Installation / repair work is carried out by persons / agency other than authorized by the company.
8. Site (premises where the product is kept) conditions that do not confirm to the recommended operating conditions of the machine.
9. The original serial number is removed, obliterated or altered from the machine or cabinet.
10. Defects due to cause beyond control like lightning, abnormal voltage, acts of God or while in transit to Service Centre or purchaser's residence.

### **5 Condition for Product Replacement / Upgrade / Refund**

This policy seeks to settle the pending Service cases arising in to the following Conditions

- Spares Not Available from OEM / Product declared EOL Customer resolution delay due to non-availability of required part
- Same product / Category not available
- Product not performing as per specifications
- Epidemic Failure of any Model
- Beyond Economical Repair (BER)

## 6 Process through Service Centre

### 6.1 Repair (In Warranty / Out Warranty cases)

1. In case of **Carry-In** product – Distributor will bring defective product at Service Center. In case of **Onsite** product – Distributor will register service request through Elista Call Center and engineer to visit customer's place.  
(In case of **PJP** Service – Engineer to visit and check the product during PJP visit to Distributor / Dealer.)
2. Service Engineer to perform necessary ELS, diagnose the problem in defective Product.
3. Engineer will check if issue in product can be resolved by repair and try to convince Dealer / Distributor for same.
4. If Dealer / Distributor agreed for repair of the defective product, engineer will further try to repair the product either without using part or would require part to repair the defective product.
5. No labour charges or part cost applicable if product is In Warranty. However, same will be applicable in Out of TD / damaged Display stock.

**Note :-** Warranty will not start on repaired units until it will be sold to End user and same need to be corrected in our CRM wherever required.

### 6.2 Replacement (In Warranty cases)

1. Replacement is applicable where required part is not available in company, or any of condition is applicable as mentioned in Point# 5 above.
2. For products where repair to be done and part is required, engineer to raise part demand in CRM.
3. Based on required part availability or conditions mentioned in Point# 3 above, Service HO team to check and recommend if product qualifies for replacement or not.
4. HO team will issue replacement of product with same model, or ask ASM-Service / ZSM - Service for alternate model if same model not available.
5. HO team will issue replacement for ECP end through TRC .
6. Replacement unit may be taken from fresh stock or refurbish stock.
7. Warranty of replaced product will be valid for remaining period of time as per original Serial Number.
8. ECP will send defective unit (against which replacement has been issued) to their respective TRC for inventory settlement and further repair / analysis of defective product till HO technical team.

**Note :-** Warranty will not start on replacement units until it will be sold to End user and same need to be corrected in our CRM wherever required.

### 6.3 Refund (not applicable on Out of TD case)

1. This condition is applicable where all the steps have been followed from point# 6.2 and Dealer / Distributor cannot be settled by replacement product.
2. Refund in case of TD / DOA will be done as per Refund approval process.
3. Service Centre need to collect the following (in addition to required documents mentioned in annexure 7.3) :-
  - a) ASM Service / ZSM-Service / HOD-Service Approval for refund
  - b) Sales Partner's Tax Paid Invoice – billing to Teknodome India Pvt Ltd
  - c) Dealer's Firm name and other details (to issue cheque of refund amount).
  - d) Distributor / Direct Dealer / Retailer vendor code (to issue credit note).
4. ECP to dispatch the defective unit to TRC for GRN (Goods Receiving Note).
5. Cheque will be issued in Dealer's name and will be dispatched to Service Centre from where it will be handed-over to Dealer.
6. Credit note will be issued to Direct Sales Partner.

## 7 Annexure

### 7.1 TD / DOA Chart – Product Group wise

Product Group	Product Sub Group	DOA (in Days)			TD (in Days)	
		End User	Dealer	Distributor	Dealer	Distributor
Consumer Durables	Air Cooler	7	30	30	120	90
Consumer Durables	Home Theatre	7	30	30	120	90
Consumer Durables	LED Tv < 32	7	30	30	120	90
Consumer Durables	LED Tv > = 32	7	30	30	120	90
Consumer Durables	Sound Bar (Ce)	7	30	30	120	90
Consumer Durables	Washing Machine	7	30	30	120	90
Consumer Durables	Refrigerators	7	30	30	120	90
Consumer Durable	Commercial Freezer	7	30	30	120	90
Consumer Durables/ IT	Mm.SpK 2.0	7	30	30	120	90
Consumer Durables/ IT	Mm.SpK 2.1	7	30	30	120	90
Consumer Durables/ IT	Mm.SpK 4.1	7	30	30	120	90
Consumer Durables/ IT	Trolley Speaker /Tower Speakers	7	30	30	120	90
Consumer Durables/ IT	Mm.SpK 5.1	7	60	60	120	90
IT - Peripherals	Cabinet without SMPS	7	N/A	N/A	90	90
IT - Peripherals	Cabinet with SMPS	7	N/A	N/A	90	90
IT - Peripherals	LED Monitor	7	30	30	90	90
IT - Peripherals	Sound Bar	7	30	30	90	90
IT - Peripherals	Ups	7	30	30	90	90



**Note:**

**DOA**

- DOA for customers within 7 Days from billing from Dealer/Distributor (Serial Number with Model No & GST is must to be on Invoice)
- DOA for Dealer within 30 Days billing from Authorised Distributor (Serial Number with Model No & GST is must to be on Invoice)
- DOA for Distributor within 30 Days billing from Teknodome India Pvt Ltd.

**TD**

- TD Policy for Distributors will be applicable on Primary billing from the Company and it should not exceed more than 90 Days
- TD Policy for Dealer will be applicable on billing from the Authorised Distributors and it should not exceed more than 120 Days from the primary billing of the product to Distributor from the company

## **7.2 Engineer inspection checklist to qualify a product for TD / DOA**

1. Product is saleable in condition.
2. Intact physical condition of Gift Box.
3. Damage area of product and Gift box should not be the same (only in case of TD).
4. Invoice copy with valid GST number and product serial number.
5. Serial number matching on Product and Gift Box.
6. When checked with product serial number, problem reported in product should be within mentioned TD duration from Primary billing date (ref annexure 7.1).

## **7.3 List of required documents**

Service Engineer will share below documents with ASM -Service / ZSM-Service **within next working day of visit** for repair / replacement / refund of defective TD / DOA product :

1. Picture of damaged area on product (only in case of TD).
2. Picture of damaged area of Gift box (only in case of TD).
3. Picture of serial number sticker and warranty sticker on product.
4. Picture of serial number sticker on Gift box.
5. Picture of Invoice copy with GSM number and product serial number mentioned on it.
6. Picture of packing accessories like-Thermocol/Briefcase packing/EP required.

## **7.4 Term & Condition to reject the claim –**

1. Claim can be rejected if gift box damage scenario does not mention on POD. (Proof of delivery).

- Service team can reject the claim if found abnormal damage i.e. broken with sharp/ specific area etc. (sample Images for abnormal damage cases are attached in Annexure 5.5).

**These are the example few images for the reference-Annexure 7.4**

- If gift box and other packing accessories like- thermocol/briefcase/EP/Honeycomb sheet is ok and panel found damage with sharp and specific areas, service team will reject the call after investigating.



Panel broken/crack like thunder lighting will accepted under transit damage and will approved by service team if gift box is good condition.

Images required as below for approval along with full covered video in 360 angels

### 7.5 Depreciation

**Note:** \* This Policy is not applicable if product serial number or invoice is missing.  
Effective Date: 14/09/2023

For Function Defect on Customer Call	
Ageing From DOP	Depreciation Rate
	LCD / LED
0-12 Months	0%
13-24 Months	30%
25-36 Months	50%

**Below are points which we need to be following on depreciation policy:**

- This policy is applicable for Sets which are not repairable or for which spares are not available to make them functional. Customer set to be taken back and new set to be given after applying depreciation (difference amount if any to be collected)
- Equivalent model to be given in case same model is not available after collecting difference in price (difference=D.P of New set + (Invoice price of old Set\*Dep.Rate)-Invoice price of Old set). e.g. Product LED, Ageing from DOP=13 month, hence Depreciation rate=20%, Invoice price=10,000, DP of new set=11000, diff=11,000+(10,000 \*30%)-10,000 = 3,000.
- In rarest of rare case if customer is not ready to take new product & refund has to be given, amount of refund will be difference amount as calculated above with DP without GST of new set as zero. eg. Product CTV, Ageing from DOP=13 month, hence Depreciation rate =30%, Invoice price without GST=10,000, DP of new set=0. Diff=0 +(10,000\*30%)-10,000=(-)7000(Refund Amount)
- All products to undergo depreciation from Date of purchase / Invoice
- Depreciation policy is applicable where customers hold the warranty card with Original invoice/bill.
- Depreciation to be applicable on customer invoice amount only where GST cannot be included
- In special cases only CS HOD can approve for reduction in depreciation rate
- In case product is under AMC then depreciation rate will be charged on SLAB above the normal rates.

**Required Details For Refund Cases:**

- Adhar Card
- PAN card
- Account Detail with Snapshot with Correct & Proper Name (Cheque will be issue in that same only)
- Approval of Service HOD with depreciation policy with proper call number
- Defective need to be collected from customer end and taking cheque handover details

## 7.6 Applicable Service Charges

Service Charges Applicable for additional warranty year				
Product	Charges (Carry In)	Charges (Onsite)	Upcountry Charges	Transportation
Cooler -All Type	NA	350	550	As per Actual
Refrigerator- All Models	NA	450	650	
Semi Automatic Washing Machine	250	500	700	
UPS	100	300	500	
LED TV> 19 to 39 inch	300	500	700	
LED TV> 40 to 50 inch	400	650	850	
LED TV 55 Inch	650	700	900	
LED TV 65 Inch	800	900	1000	
LED 75 inch and above	1000	1200	1400	
MM Speaker	150	NA	NA	
Trolley /Tower 50Speakers	150	300	450	
Refrigerator Gas Charging	NA	2100	2300	
Deep Freezer Gas Charging	NA	2100	2500	

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E 1.1	01-Apr-2023	Aziz ul Haq (GM-Technical)	Ajay Singh (Director-Sales)	Pawan kumar (CEO)	Service team	Service trade policy for TD & DOA