

Warranty Definition, Consumer Division.

Alphatec Audio Video Pvt. Ltd. is committed to providing the highest quality products, services and user experience for our customers. One element of this commitment by us, after sales support which now incorporates our extended Limited Warranty that we are pleased to present here.

This Limited Warranty is valid only if you purchased the product from a Company's authorized Reseller / Dealer / Retailer /Distributor **within India.**

The Company warranty is valid for the mechanical and electronic components of this product to be free of defects in material and workmanship if the same is used under normal operating conditions.

Warranty conditions: - (Carry in Warranty terms)

If the product displays any defects within the specified warranty period and that defect is not excluded as per the terms and conditions as stated below, the Company will repair the product using new or reconditioned products or parts. **Customer has to submit the product at authorized service center for repair.**

This Limited Warranty covers only the product hardware. It does not cover technical assistance for **hardware or software usage or consumable part or normal wear and tear parts.** In addition, it does not cover any software products contained in the purchased product package. Any software is provided only in the condition and format contained with the product unless expressly provided for in any enclosed software limited warranty.

Free inspections and maintenance / repair work are expressly excluded from this Limited Warranty. If an inspection of the product by company authorized personnel that the defect in product is a question is not covered by the Limited Warranty, the inspection costs are payable by the customer.

Amendment

Warranty service conditions are subject to change without notice. Please refer regularly to the latest warranty terms and conditions on our website www.alphatec.co.in.

Grievance Redressal Mechanism: -

The complaint resolution mechanism shall be as follows: -

1. All complaint /concern related to product for service are taken care by our ASC's (Authorized Service Centre) and they will provide the resolution to the customer at the earliest.

2. In the event of any concern that is not addressed by our authorized service center then customers can write to Service@alphatec.co.in or call to our Toll-free number **1800 419 3136**.

3. Escalation of complaints to *ALPHATEC* will happen for balance unresolved complaints if any and an amicable solution will be offered to the customer.

WARRANTY TERMS & CONDITIONS

1. The warranty is only applicable with Carry-in service warranty.
2. This warranty agreement shall not be interpreted to render the company or its Authorized Service Partners, liable for any injuries or damages of any kind, direct, consequential, or contingent to persons or property.
3. The warranty period begins from the date of purchase of the product.
4. The warranty is confined to the first purchaser of the product only and is not transferable.
5. Warranty Services shall be rendered on the production of the **warranty card or purchase Invoice** by the customer. It should be registered with Alphatec website with original invoice copy.
6. The responsibility of getting and retaining the **warranty card or purchase invoice** issued rests with the customer till the end of the valid warranty period.
7. Warranty registration should be done by **scanning the QR code given on the box or warranty card** after purchase.
8. The company's obligation under warranty shall be limited to repair or providing replacement of parts free of charge only.
9. Repairs under the warranty period shall be carried out by the company's authorized personnel only.
10. The services can be availed from the company's Authorized Service Centers only.
11. Details of service center support are given here under and it is also available at the company's website <https://www.alphatec.co.in/service-centres/>
12. The warranty doesn't extend to accessories if any supplied with the product.
13. This Limited Warranty does not cover consumables and normal wear and tear parts. These include earmuffs, headbands, Cartridge, stylus (Turntable).
14. It is the responsibility of the customer to bring and collect the unit to/from Authorized Service Centre at its own cost and risk.
15. In the event of repairs to any parts of the unit, the warranty will continue to remain in force till the unexpired period.

16. The replaced parts & assemblies after repairs will become the property of the company within the warranty period.

17. In case of warranty void conditions as stipulated below, it will be at the sole discretion of the Authorized Service Centre to conduct and refuse repairs with-in or without warranty.

18. In the event of discontinuance of spares for a particular model, the company's policy of providing a commercial solution shall be binding on the customer.

19. Company & its service partner's or its appointed ASCs liability shall be limited to the cost of repair of defects in workmanship.

20. The warranty is issued subject to the jurisdiction of civil courts in Kolkata, India only.

This warranty will stand void in the following cases: -

1. The product is not purchased from the Authorized Company's sales partners.
2. Physical damage or Liquid damage to the product due to misuse or as detected by the Authorized Service Centre.
3. Modifications or alterations of any nature done by the customer or unauthorized personnel.
4. If upon inspection by a Company's Authorized Service partner, drivers or diaphragm assemblies are found to have burnt voice coils because of over/under the driving, or due to a surge from a power amplifier, they will be excluded from warranty coverage.
5. Absence of separate earthing provision across the main supply meant for audio equipment.
6. Site (premises where the product is kept) conditions that do not conform to the recommended operations of the unit.
7. The original serial no. is removed, tampered with, obliterated, or altered from the product.
8. If all relevant details of the product are not captured in the invoice copy.

Escalation Matrix

Alphatec service - Escalation matrix				
Level	Name	Designation	Email ID	Contact Number
Basic	Mr. Sooraj	Customer Care Manager	support@alphatec.co.in	1800 419 3136
01st	Mr. Ashwani	Asst. Service Manager - North	ashwani.kumar@alphatec.co.in	+91 87950 09003
	Mr. Chiranjit	Asst. Service Manager - East	chiranjit@alphatec.co.in	+91 97339 06068
	Mr. Asim	Asst. Service Manager - West	asim@alphatec.co.in	+91 98215 98587
	Ms. Monisha	Asst. Service Manager - South	monisha@alphatec.co.in	+91 72047 12920
02nd	Mr. Rajkamal	Service Manager	rajkamal@alphatec.co.in	1800 419 3136
03rd	Mr. Ramani	General Manager – Service	ramani@alphatec.co.in	1800 419 3136

Warranty Matrix

Brand	Warranty Period in India
Audio Technica	1 (One) Year
Tivoli Audio	1 (One) Year
Audio Pro	1 (One) Year
House of Marley	1 (One) Year