

## **Warranty Definition**

Alphatec Audio Video Pvt. Ltd. (hereafter referred to as “Company”) is committed to providing the highest quality products, services, and user experience for our customers. One element of this commitment is 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 have purchased the product from a Company’s authorized Reseller / Dealer within India.

The Company warrants this product's mechanical, electrical and electronic components to be free of defects in material and workmanship if the same is used under normal operating conditions. Please refer to **page 3** for the warranty Matrix.

If the product displays any defect within the specified warranty period and the same is not excluded per terms and conditions as stated below, the Company on behalf of the Consumer Division will repair the product to satisfactory working state.

This Limited Warranty covers only the product hardware. It does not cover technical assistance for hardware or software usage. 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 are expressly excluded from this Limited Warranty. If upon inspection of the product it is identified that the defect in question is not covered by the Limited Warranty, the inspection costs have to be borne by the customer.

## **Amendment**

Warranty service conditions are subject to change without prior notice. Please refer regularly to the latest warranty terms and conditions on our website [www.alphatec.co.in](http://www.alphatec.co.in).

## **Grievance Redressal Mechanism: -**

The complaint resolution mechanism shall be as follows: -

1. All complaints/concerns related to the product for service are taken care of by the ASC (Authorized Service Centre) and they will be responsible to provide the required services to the customer.
2. In the event of any concern that is not addressed by our authorized service centre, then the customer can E-mail to [Service@alphatec.co.in](mailto:Service@alphatec.co.in) or call our toll-free number **(1800 419 3136)**
3. Escalation of complaints will happen to ensure unresolved complaints filed/registered by a customer. Please follow the undermentioned escalation matrix to report grievance.

Alphatec service - Escalation matrix				
Level	Name	Designation	Email ID	Contact Number
Basic	Mr. Sooraj	Customer Care Manager	<a href="mailto:support@alphatec.co.in">support@alphatec.co.in</a>	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	<a href="mailto:monisha@alphatec.co.in">monisha@alphatec.co.in</a>	+91 72047 12920
02nd	Mr. Rajkamal	Service Manager	<a href="mailto:rajkamal@alphatec.co.in">rajkamal@alphatec.co.in</a>	1800 419 3136
03rd	Mr. Ramani	General Manager – Service	ramani@alphatec.co.in	1800 419 3136

### **WARRANTY TERMS & CONDITIONS**

1. The warranty is strictly applicable for Carry-in services.
2. Extending the warranty services on behalf of the OEM against faulty workmanship or faulty material for a period as mentioned in the warranty card, provided the same is used by instructions accompanying the product.
3. The 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.
4. The warranty period would be effective from the date of purchase of the product against proof of original and authenticate invoice copy. **It should be registered with Alphatec website with original invoice copy for availing warranty policies.**
5. The warranty is confined to the first purchaser of the product only and is not transferable.
6. Warranty Services shall be rendered on the production of the warranty card and purchase Invoice by the customer duly signed and stamped during the time of purchase of the product.
7. The responsibility of getting and retaining the issued warranty card rests with the customer.
8. Warranty registration should be done by filling in the warranty card available with the dealer after purchase duly signed and stamped.
9. The company's obligation under the warranty shall be limited to repairing or providing replacement of parts free of charge only.
10. Repairs under the warranty period shall be carried out by the company's authorized personnel only.
11. The services can only be used by the company's Authorized Service Centre/s.
12. Details of service center support available at the company's website  
<https://www.alphatec.co.in/service-centres/>

13. The warranty does not extend to any accessories even if any are supplied with the original / actual product.
14. This Limited Warranty does not cover consumables e.g., fuses, batteries, cables, illuminants, guitar strings, etc.
15. It is the responsibility of the customer to bring/collect the unit to/from Authorized Service Centre at his/her own cost and risk. No onsite service is provided as it is only a Carry in service.
16. In the event of repairs to any parts of the unit, the warranty will continue to remain in force till the unexpired warranty period.
17. Any replaced part/assemblies post repair will be retained by the company for it's own records and operations.
18. In case warranty is void as stipulated below, it will be at the sole discretion of the Authorized Service Centre to conduct/ refuse repairs with-in or without warranty without citing any reasons.
19. 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.
20. Company & its service partner's or its appointed ASCs liability shall be limited to the cost of repair of defects in workmanship.
21. The warranty is issued subject to the jurisdiction of **Kolkata, West Bengal, India.**
22. For Audio Technica products, where standard additional warranty is for 2(Two) years, the customer should register the product purchase details on the following company website :  
<https://www.alphatec.co.in/audio-technica-warranty-extend/>
23. The warranty proof documents for free service must capture details pertaining to Product Model Number, Serial Number, GST invoice, Date of Purchase and all other relevant purchase details.

**Warranty will be void in the following cases, if : -**

1. The product is not purchased from the Authorized Company's dealer.
2. Upon detection by Authorized Service Centre against any Damage due to misuse or a burnt PCB etc.
3. Upon Modifications or alterations of any nature done by the customer or/ and by unauthorized personnel.
4. Upon detection by Authorized Service Centre against any damage, a driver/s or diaphragm assemblies are found to have got voice coils that have got burnt / damaged in any sort due to over/under the driving parameters, or due to a surge from a power amplifier.
5. Upon absence of separate earthing provision across the main supply meant for audio equipment.
6. The Site (premises where the product is kept/ used/ played) conditions do not conform to the recommended operations of the unit/s.
7. The original serial no. is removed, obliterated, tampered, and/or altered in / from the product.

## Warranty Matrix

Brand	Warranty Period in India
Behringer	3 (Three) Years
Midas	3 (Three) Years
Turbosound	3 (Three) Years
Klark Teknik	3 (Three) Years
Bugera	3 (Three) Years
Labgruppen	3 (Three) Years
Tannoy	3 (Three) Years
Genelec	2 (Two) years comprehensive & 3 (Three) Years spares
Lake	3 (Three) Years
Audio Technica	3 (Three) Years <sup>(2)</sup>
API	1 (One) Year <sup>(3)</sup>
TC Electronics	3 (Three) Years
Aston Microphones	3 (Three) Years
BEC Akustik	1 (One) Year
TC Helicon	3 (Three) Years
Pure Link	Please refer notes
Symetrix	5 (Five) Years
Timax	2 (Two) Years
Moodsonic	1 (One) Year
Atlas IED	Please refer notes
Univox	2 (Two) Years and 06 Months
Renkus Heinz	5 (Five) Years
CODA	5 (Five) Years
Pioneer DJ	1 (One) Years
Pequod	4 (Four) Years
Lite Audio	1 (One) Year
Waves system	3 (Three) Years
Atlona	Please refer notes

### Kindly Note –

1. Warranty on **Genelec Products** will be considered for (5) Five years on spare parts only if customers register the products on the website: [servicehelpdesk@genelec.com](mailto:servicehelpdesk@genelec.com). Else, standard warranty is for 2 (Two) years only.

2. Warranty on **Audio Technica products** will be considered for (3) three years only if customers register the product on the website:  
<https://www.alphatec.co.in/audio-technica-warranty-extend/>
3. Warranty on **API Products** will be considered for (5) five years only on spare parts.
4. Pure link passive cables – 15 (Fifteen) years
5. Pure link active cables – 05 (Five) Years
6. Pure link active components – 03 (Three) Years
7. Atlas IED passive products – 05 (Five) Years
8. Atlas IED active products – 03 (Three) Years
9. Atlona Touch panel – 02 (Two) Years
10. Atlona Camera – 02(Two) Years
11. Other Atlona products imported by Alphatec – 03 Years

**Important:**

Damage & burnt spares/ components/ item/s, will not be considered under any warranty