ALPHATEC AUDIO VIDEO PVT. LTD.

Limited Warranty Policy

Consumer Audio Products

Applicable across India | Revised November 2026 | www.alphatec.co.in

Alphatec Audio Video Pvt. Ltd. (the "**Company**") is committed to providing the highest quality products, service and user experience to its customers. After-sales support is a key part of that commitment, and it now includes the extended Limited Warranty set out in this policy.

This Limited Warranty is valid only for products purchased from an authorised reseller, dealer, retailer or distributor of the Company **within India**.

AT A GLANCE

Carry-in service
Submit the product at an Alphatec Authorised Service Centre for repair.

Register in seconds
Scan the QR code on the box or warranty card after purchase.

Toll-free helpline
1800 120 3436

E-mail support
service@alphatec.co.in

01 WHAT THE WARRANTY COVERS

If a product shows a defect within the warranty period that is not excluded by the terms below, the Company will repair it using new or reconditioned products or parts. The warranty covers product hardware only.

COVERED

- Mechanical and electronic components of the product
- Defects in material and workmanship arising under normal operating conditions
- Repair using new or reconditioned products or parts

NOT COVERED

- Technical assistance on hardware or software usage
- Software supplied with the product (provided "as is", unless a separate software warranty applies)
- Accessories supplied with the product
- Consumables and normal wear-and-tear parts such as earmuffs, headbands, cartridges and turntable styli
- Physical or liquid damage
- Free inspection and maintenance; inspection costs are payable where the defect is not covered

02 WARRANTY PERIOD BY BRAND

Brand	Warranty period in India
Audio-Technica	1 Year
Tivoli Audio	1 Year
Audio Pro	1 Year
House of Marley	1 Year

All Consumer Division brands carry a one (1)-year warranty from the date of purchase.

03 HOW TO CLAIM WARRANTY SERVICE

01
Register
Scan the QR code on the box or warranty card and register with a copy of the original invoice.

02
Keep your proof
Retain the warranty card or purchase invoice until the end of the warranty period.

03
Visit a service centre
Submit the product at your nearest Authorised Service Centre (alphatec.co.in/service-centres).

04
Inspection and repair
The centre inspects the product; eligible defects are repaired free of charge.

04 WARRANTY TERMS AND CONDITIONS

Nothing in this policy limits any right a customer has under the Consumer Protection Act, 2019.

A Eligibility and registration

01 The warranty period starts on the date of purchase of the product.

02 The warranty is available only to the first purchaser of the product and is not transferable.

03 Warranty service is provided on production of the **warranty card or purchase invoice**. The product should be registered on the Alphatec website with a copy of the original invoice.

04 The customer is responsible for obtaining and retaining the **warranty card or purchase invoice** until the end of the warranty period.

05 Warranty registration is completed by **scanning the QR code on the box or warranty card** after purchase.

B Service delivery

06 The warranty applies only to carry-in service.

07 Repairs during the warranty period are carried out only by the Company's authorised personnel.

08 Warranty service is available only at the Company's Authorised Service Centres (ASCs).

09 Service centre details are available at www.alphatec.co.in/service-centres/.

10 The customer is responsible for bringing the unit to, and collecting it from, the ASC at the customer's own cost and risk.

C Repairs, parts and exclusions

11 The Company's obligation under the warranty is limited to repairing the product or replacing parts free of charge.

12 The warranty does not extend to accessories supplied with the product.

13 This Limited Warranty does not cover consumables and normal wear-and-tear parts, including earmuffs, headbands, cartridges and turntable styli.

14 Where any part of the unit is repaired, the warranty continues for the unexpired warranty period.

15 Parts and assemblies replaced during repairs within the warranty period become the property of the Company.

16 Where spare parts for a particular model have been discontinued, the Company will offer the customer a fair commercial solution in line with its prevailing policy.

D Liability and jurisdiction

17 To the extent permitted by applicable law, this warranty does not make the Company or its Authorised Service Partners liable for any indirect, incidental or consequential loss or damage to persons or property.

18 Where any of the warranty-void conditions below applies, the ASC may decline warranty service and may offer to repair the product on a chargeable basis.

19 To the extent permitted by applicable law, the liability of the Company, its service partners and its appointed ASCs is limited to the cost of repairing defects in workmanship.

20 Subject to the rights of consumers under the Consumer Protection Act, 2019, this warranty is subject to the jurisdiction of the civil courts in Kolkata, India.

05 WHEN THE WARRANTY BECOMES VOID

The warranty will stand void in any of the following cases:

1	The product was not purchased from an authorised sales partner of the Company.
2	The product has physical or liquid damage caused by misuse, or as detected by the Authorised Service Centre.
3	The product has been modified or altered in any way by the customer or by unauthorised personnel.
4	On inspection by an Authorised Service Partner, drivers or diaphragm assemblies are found to have burnt voice coils caused by over-driving or under-driving, or by a surge from a power amplifier.
5	There is no separate earthing provision on the mains supply used for the audio equipment.
6	Site conditions (where the product is kept) do not conform to the recommended operating conditions of the unit.
7	The original serial number has been removed, tampered with, obliterated or altered.
8	The invoice does not capture all relevant details of the product.

06 GRIEVANCE REDRESSAL AND ESCALATION

01 All service complaints and concerns about the product are handled by our Authorised Service Centres (ASCs), which will provide a resolution to the customer at the earliest.

02 If a concern is not resolved by the ASC, the customer may e-mail **service@alphatec.co.in** or call the toll-free number **1800 120 3436**.

03 Any complaint that remains unresolved is escalated to Alphatec through the matrix below, and an amicable solution will be offered to the customer.

ESCALATION PATH

Authorised Service Centre — First point of contact › **Customer Care** — Toll-free 1800 120 3436 › **Level 1** — Regional Asst. Service Manager › **Level 2** — General Manager – Service

ALPHATEC SERVICE – ESCALATION MATRIX

Level	Name	Designation	E-mail	Contact
Basic	**Mr. Chiranjit**	Customer Care Manager	support@alphatec.co.in	1800 120 3436
Level 1	**Mr. Narender**	Asst. Service Manager – North	narender.singh@alphatec.co.in	+91 99534 70292
	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
	Mr. Manjunatha	Asst. Service Manager – South	manjunatha@alphatec.co.in	+91 73383 88044
Level 2	**Mr. Ramani**	General Manager – Service	ramani@alphatec.co.in	+91 96814 08083

POLICY UPDATES

Warranty service conditions are subject to change without prior notice. Please refer to the latest terms and conditions at www.alphatec.co.in.