



Warranty Overview

Carvaan Go comes with 6 Months carry-in warranty on all parts (excluding accessories). This includes repair, replacement of damaged parts and servicing.

The warranty does not cover the following:

- Liability for loss of data/content loaded in the product due to misuse or tampering by the customer
- Functionality of the Product(s) and/or Accessories
- Wear and tear of the memory card, speaker and battery if the product is used in commercial, business, industrial, educational or rental applications
- Damage caused due to Act of God & force majeure events including but not limited to fire or water damage, electrical disturbances etc.

India Domestic Service Warranty

1. Definitions

Unless the context otherwise requires, the following terms would have the prescribed meanings:

Accessories: The Micro USB to USB cable, strap & earphones provided by Saregama to the Customer along with the Product

Saregama: Saregama India Limited, a company having its Office at No.2 Chowringhee Approach, Kolkata- 700072.

Product(s): Saregama Carvaan Go imported marketed and sold by Saregama, either directly or through its Authorized Dealers / Authorized Resellers including Authorised Online Resellers. Refer the Authorized Dealers / Authorized Resellers / Authorized Online Resellers list at Saregama Website i.e. www.saregama.com ("Website") Saregama Carvaan Go purchased out of India is not covered under Product definition and accordingly not eligible for Saregama Warranty .

Customer: An end-user (a person, firm, company or the legal entity) who purchases the Product from Saregama or its Authorized Dealers / Authorized Resellers / Authorized Online Resellers.



2. Scope of Warranty

This Warranty is available only for the Product and not for the Accessories that come along with the Product.

Saregama's Warranty for the Product is only against any manufacturing defects in the material or workmanship, which provide for the repair of the defective Products(s).

Saregama's warranty does not cover any accidental damage, loss, Acts of God, or misuse /abuse of the Product or any other event not attributable to the manufacturer's material or workmanship or manufacture of the Product.

3. Warranty Period

Product is covered under 6 months standard warranty from the date of Product purchase by the Customer.

Warranty validation / Warranty period confirmation would be done through Warranty Card or Customer Invoice.

If a Customer transfers the ownership of Product to another person, the remainder of the warranty period may also transfer to the new owner.

Customer shall be required to provide proof of purchase or Warranty Card of the Product, as a pre-condition for availing the warranty of the Product.

No claim made by a third party or made by Customer on behalf of a third party shall be entertained by Saregama.

4. Warranty Type

Only Carry-in Warranty shall be provided. Such Carry-in Warranty service requires that the Product be brought by the Customer, at his/her sole cost and responsibility, to the Authorized Dealers / Authorized Resellers / Authorized Online Resellers from where the Customer would have purchased such Product. Once the Product is repaired, Customer shall be responsible to pick-up the repaired Product from the concerned Authorized Dealers / Authorized Resellers / Authorized Online Resellers with whom the Product was placed for repair.



5. Warranty Terms

Warranty is provided only on the Product that is purchased from Saregama or Saregama Authorized Dealer / Reseller / Authorized Online Resellers.

6 months warranty will be provided on the Product. This includes repair, replacement of damaged parts and servicing

The warranty on the Product will be terminated automatically 6 months from the date of purchase of the Product even if the Product was not in use during the warranty period.

The warranty is limited only to the manufacturing defects in material or workmanship of the Product.

There is no warranty on the plastic parts of the Product.

This Warranty does not cover liability for loss of data/content loaded in the Product due to misuse or tampering by the Customer or any third party. If the content is altered, deleted, or in any way modified, Saregama shall not be responsible.

Only in case where there is no misuse of the Product or tampering with the data/content and if serviced under warranty, the Product will be returned configured as originally purchased. The warranty does not cover the replacement of the Product. Warranty does not cover warranty of functionality of the Product.

This Warranty does not apply to normal wear and tear to the memory card, speaker, battery and display panel (if any) if the Product is used in commercial, business, industrial, educational or rental applications.

Warranty does not cover damage caused due to Act of God & force majeure events including but not limited to fire or water damage, electrical disturbances etc.

Within warranty period, necessary repairs or replacement of any defective part(s) of the Product will be carried out, if required, to rectify the problem in the Product. Saregama reserves the right to use re-engineered part(s) with performance parameter equivalent to the similar new part(s)/reconditioned unit, for performing the warranty services.

The replaced part(s) shall become the property of Saregama.

In the event of repairs or replacement of any part(s), during the warranty period, the warranty of the Product shall thereafter continue only for the unexpired period of original warranty.



The Warranty of the Product(s) and/or Accessories shall be rendered null and void if:

- The Product is physically damaged
- The Product is modified, repaired, maintained and /or opened, disassembled by the Customer or any un-authorized person i.e. damage arising out of unauthorized modification, repair and alteration
- The Product is operated and/or maintained in ways other than recommended by Saregama in the user manual. Product operation outside the usage parameters stated in the user manual provided with the Product
- Any malfunction in the Product resulting from inadequate safekeeping, storage at high temperatures or humidity, storage with mothballs or leakage of batteries
- Any malfunction in the Product resulting from exposure of the Product to dirt, sand, water including rust inside the Product, fire and/ or shock
- The model no. or serial no. sticker of Product is removed, mutilated _____or tampered with
- Any damage to the Product arising out of use of any consumables or accessories other than those supplied by Saregama, Authorized Dealers / Authorized Resellers / Authorized Online Resellers
- Defect is the result of physical breakage, electric connection or electrical faults external to the Product
- Any damage occurs to the Product as a result of Customer's failure to follow the directions in the User Manual

6. Limitation of Liability

Saregama makes no other warranty either in writing or otherwise and expressly disclaims all warranties and conditions not stated in this limited warranty. Saregama does not warrant that the operation of the Product will be uninterrupted or error-free. To the extent allowed by the Indian laws, Saregama disclaims all implied warranties or conditions, including any implied warranties or conditions of merchantability, merchantable quality, and fitness for a particular purpose.

Saregama's maximum liability under this limited warranty is limited to the price of the Product or the cost of repair or replacement charges, whichever is lower.

Except as indicated above, in no event will Saregama be liable for Indirect damage caused due to improper functioning of the Product, including but not limited to lost profits or savings, business



interruption, loss of data, lost revenue, loss of use, or any other commercial or economic loss of any kind, or special, incidental, or consequential damages .

This limitation of liability applies in all circumstances i.e. when damages are sought, a claim made under this limited warranty or as a tort claim (including negligence and strict product liability), a contract claim, or any other claim. This limitation of liability cannot be waived or modified by any person. This limitation of liability will be effective even if Customer has advised Saregama / its representative of the possibility of any such damages or even if such possibility were reasonably foreseeable.

7. Governing Laws

Any disputes arising in connection with this Limited Warranty shall be governed by the laws of India. The courts of Kolkata shall have the exclusive jurisdiction over disputes arising hereunder.

Warranty is valid only when the Product is purchased from an Authorized Dealer and subject to the production of the original proof of purchase.

For online purchases, the invoice received with the Product will serve as proof of purchase.

Warranty Card

Customer's Name: _____

Customer's Address: _____

Product Serial No.: _____

Date of Purchase: _____

Expiry Date: _____

Retailer's Name: _____

Retailer's Signature/Seal: _____

I accept the terms and conditions of the warranty.

Customer's signature: _____