



WARRANTY OVERVIEW

Carvaan Earphone comes with a 1 Year Warranty.

The warranty does not apply and does not cover the following:

- Liability for loss of data/content loaded in the product due to misuse or tampering.
- Damage caused due to force majeure events; events caused by fire, water, electrical disturbances etc., events beyond the control of Saregama; acts of negligence or mishandling, usage for commercial, business, industrial, educational or rental purposes.

For any feedback, grievances or suggestions email us at feedback@saregama.com or call us on the toll free no. 1800-102-7799

WARRANTY TYPE

Warranty type requires that the Product be brought by the Customer, at his/her sole cost and responsibility, to the Authorized Dealers along with the original invoice.

Once the Product is serviced/repaired/replaced, the customer shall be responsible to pick-up the Product from the concerned Authorized Dealer.

WARRANTY COVER

Carvaan Earphone comes with 12 month warranty.

Warranty will be valid only when the Warranty Card or original Purchase Invoice are presented.

The warranty covers the following:

- Saregama reserves the right to decline warranty service, if the above documents are not presented or if the information contained is incomplete or the Warranty Card is found to be tampered with
- Replacement warranty can be availed from the dealer where the product has been purchased from by providing the proof of purchase (invoice copy)
- Dealer to confirm and check the defect, validate the warranty and product defect
- Product purchased from online is eligible for warranty as per the replacement warranty of the marketplace. Or write to feedback@saregama.com
- This warranty applies only to Products purchased within the territory of India ("Territory").

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— EARPONES —

- This Warranty shall not cover any damages resulting from un-authorized adaptations or adjustments to the product
- This Warranty will be void if the serial no. on the product has been altered, removed or defaced
- This Warranty does not cover damage caused to the product due to improper usage by the customer or incorrect connection of the product to any external equipment which not approved by Saregama. Any deficiency in product performance due to signal reception through third party equipment or third party software will not be under the purview of this warranty
- This Warranty does not apply to normal wear and tear to the earphone cable, earphone jack, Earcups or if the product is used in commercial, business, industrial, educational or rental applications
- This Warranty shall not apply to damages caused to the product by accident, lightening, fire, abnormal voltage, while in transit to service center or purchaser's residence water or liquid spillages, sudden drops, acts of god, excessive shock or any external cause beyond Saregama's control and/or any damage caused due to tampering of the product by an unauthorized agent
- Saregama reserves the right to replace the defective part with an equivalent and/or reconditioned unit
- Saregama will retain any replaced part/s or component/s
- The company's obligation shall be limited to repair or providing replacement of part/s only with maximum claim/s, if entertained by the company, limited to the purchase price
- Technological advances and Product availability status may result in your receiving a replacement product with a lower selling price than the original Product you purchased. Product equivalence will be determined by solely by Saregama
- The warranty is issued at Kolkata, and Courts at Kolkata shall have exclusive jurisdiction over matters covered or flowing from this warranty



WARRANTY CARD

Customer's Name:

Customer's Address:

Product Serial No.:

Date of Purchase:

Expiry Date:

Retailer's Name:

Retailer's Signature/Seal:
