

1. Warranty

Nambisons Softronix expressly warrants that the product is free from manufacturing or materials defects for a period of six months from the date of purchase.

2. Limitations

- (a) Nambisons Softronix does not warrant that the operation of the Product will be uninterrupted or error free.
- (b) The Customer must read and follow all setup, usage instructions, and manuals. If the Customer fails to do so, it may invalidate this warranty, the Product may not function correctly and the Product may suffer other damage.
- (c) This warranty applies only on the main unit as mentioned in the user manual and does not extend to Accessories (i.e, chest piece, earphone, external wiring, charger, battery etc) or Third Party Equipment.
- (d) Subject to any statutory provisions to the contrary, Nambisons Softronix has no responsibility or liability for damage to, or loss of, any business profits or other consequential damage under any circumstance and Nambisons Softronix liability is expressly limited to the repair or replacement of the defective Product for the Warranty Period.

3. Repair

During the Warranty Period, Nambisons Softronix will repair any defective Products that were shipped by Nambisons Softronix. If a material or manufacturing defect occurs within the warranty period, repairs will be performed free of charge upon returning the device to Nambisons Softronix wherein the cost of postage (to & fro) of the device have to be borne by the customer/purchaser of the device. The said repair shall be undertaken so long as the damage does not arise from:

- (a) any abuse, excessive or inappropriate use conditions, or accidental damage to the product.
- (b) improper adjustment, calibration, operation or installation of the Product by the Customer;
- (c) failure to obtain directions from us to follow any relevant statutory and local requirements in the State or Territory in which the Product is installed;
- (d) the use of accessories including consumables, hardware, or software which were not manufactured by, installed by or approved in writing by Nambisons Softronix;
- (e) any contamination, foreign materials, or fluid damage caused or induced by the Customer;
- (f) any modification of the Product which was not authorised in writing by Nambisons Softronix including tampering with or any attempt to disassemble the Product;
- (g) any misuse of the Product by the customer or anyone for whom the Customer has legal responsibility (including a minor);

- (h) any use or operation of the Product outside of the physical, electrical or environmental specifications of the Product;
- (i) failure for any reason to follow the directions for use given in any user manual applicable to the Product, including as a result of temperature outside the installation instructions or application guidelines set out in the relevant manual, electrical surges, or corrosive environment;
- (j) inadequate or improper maintenance of the Product; or
- (k) normal wear and tear including scratching from cleaning for example, accident, acts of God or misuse.

4. Warranty claim procedure

(a) To obtain the benefit from this warranty:

(1) the Product must have been installed in accordance with Nambisons Softronix installation instructions in user manual; and

(2) the Customer must:

(i) have read the manual provided with the Product before operating the Product; and

(ii) contact Nambisons Softronix within the Warranty Period or within 7 days of the discovery of the claimed problem, whichever is earlier.

(b) The Customer may make a claim under this warranty by informing Nambisons Softronix, including providing a copy of the proof of purchase of the Product.

(c) On receipt of the communication, Nambisons Softronix will contact the Customer to determine the extent of the issue with the Product, and where possible attempt to resolve the issue.

(d) If there is an issue with the Product that is covered by this warranty and it cannot be remedied at the Customer's site by the Customer after being contacted by Nambisons Softronix, then at the Customer's expense the Customer must arrange to have the alleged defective Product safely delivered to Nambisons Softronix or to a repairer specified to the Customer in writing by Nambisons Softronix;

(e) Any service outside the scope of this warranty will be charged for at Nambisons Softronix's rates and terms then in. Nambisons Softronix recommends that the Customer confirm those rates and terms prior to requesting this service.

5. Transportation costs

All transportation charges incurred in returning a defective Product, or any of its component parts, to Nambisons Softronix for repair or inspection, and the cost of returning them to the Customer must be paid by the Customer.

6. Notices

Any notice or other communication including any request, demand, consent or approval, to or by the Customer must be in legible writing and in English addressed as shown below:

Company:	Nambisons Softronix
Address:	149 'C' Mohini, Indrapuri, Bhopal
Attention:	Customer Service Department
Email:	support@diagnozit.com

7. Jurisdiction

All disputes to be settled in the courts of Bhopal jurisdiction only.