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# SPARSH WARRANTY POLICY

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Silver Series



OCTOBER 13, 2023

SAMRIDDHI AUTOMATION PVT LTD  
F-365, Sector 63, Noida, 201307

## Silver Series Warranty & RMA Policy -2023-24

### **Document Purpose and Scope**

This document sets forth the return and repair policy applicable to Sparsh Silver Series products that are purchased from the authorized distributors of Samriddhi Automations Pvt. Ltd. ("SAPL"). We only accept RMA requests from authorized distributors.

### **Amending this Policy**

SAPL reserves the right to either amend or cancel this RMA Policy, in part or its entirety, at any time and with or without notice.

### **Responsibility**

SAPL's sole responsibility hereunder is limited to repairing or replacing any defective hardware products returned by authorized distributors within India.

### **Limited Hardware Warranty and RMA Process**

Samriddhi Automations Pvt. Ltd. ("Sparsh") warrants the "Sparsh branded CCTV Camera or hardware product and its accessories contained in the original packaging ("Product"), a limited Warranty, against defect in material and workmanship ("Defect") when used normally in accordance with the Seller's guidelines that may include, but are not limited to, information contained in technical specifications, user manuals and service communications. A Product having a Defect is hereinafter referred to as "Defective" and shall be repaired or replaced free of charge upon submission of valid claim by the Consumer through Seller or its authorized service partners or its service dealers subject to the following conditions. In the event of your product requiring service, please contact the nearest Sparsh Authorized Service Center or collection center.

In case there is no such service center in your city, please contact our Toll-Free No. (1800 1020 524) for assistance. We advise that you read the instruction manual carefully.

### **Products warranty Table**

Sr No	Product	Series	Warranty Period
1	Analog HD Camera	Silver Series	2 yrs.
2	IP Camera	Silver Series	2 yrs.
3	DVRs & NVRs	Silver Series	2 yrs.
4	IP & Analog HD PTZ Camera	Silver Series	2 yrs.
5	PT Cameras	All PT cameras	1 yr.

6	Micro SD Card	Silver Series	5 yrs.
7	Accessories	Connectors & Other	No warranty

**Warranty terms: -**

1. This Standard Warranty is applicable for products sold by Sparsh only.
2. Warranty Period varies from time to time. Please ref. product catalog or Sparsh Website for actual warranty [www.sparshsecuritech.com](http://www.sparshsecuritech.com)

**Process:**

To obtain warranty service, Distributor must provide to SAPL within the applicable warranty period (a) a valid form of bill of sale or receipt substantiating the fact and date of sale to Dealer, and (b) shipping documentation or records to substantiate the date of shipment to Dealer (or its designee).

Distributor must promptly notify SAPL of any known warranty claims and cooperate in any claim investigation. Distributor must initiate all warranty claims using SAPL's RMA process set out below.

**Repair or Replacement-** During the applicable warranty period, SAPL will, in its sole discretion, either (a) Provide a same-model replacement (or if discontinued and unavailable, a materially equivalent or better model) or, (b) Repair the defective product using new or refurbished parts. This is SAPL's sole and exclusive liability under this Limited Hardware Warranty, and Distributor's sole remedy. Repaired and replacement Products will be warranted under the terms of this Limited Hardware Warranty for the remainder of the original warranty period or ninety (90) days from the date of shipment to Dealer (or its designee), whichever is longer. Any replaced product or part becomes SAPL's property.

**Exclusions-** This Limited Hardware Warranty is contingent upon proper warehousing, shipment, and normal use of the Product, and will not apply if (a) the original Product identification markings (trademark, serial number, or model number) have been altered, defaced, or removed; (b) the Product has been modified or altered other than by SAPL; (c) the Product was installed other than in strict accordance with the user manual instructions other than by SAPL; (d) the Product was subject to faulty repair or maintenance other than by SAPL; (e) the Product was used for a purpose for which it was not designed or intended; (f) the Product was subjected to misuse, abuse, or negligence; (g) the Product was subjected to operating conditions (e.g., atmospheric, moisture, or humidity) outside of acceptable conditions specified in the user manual; (h) the Product was subjected to electrical short circuits or transients, accident, fire, flood, or other acts of God or any other force majeure event; or (i) the Product was purchased by Distributor from a person or entity other than SAPL. This Limited Hardware Warranty does not apply to demonstration Products and certain incentive- or specially-priced Products, all of which are sold or provided by SAPL "AS IS" without any warranty. This Limited Hardware Warranty does not include, and SAPL does not provide, any data recovery services. SAPL STRONGLY RECOMMENDS THAT DEALERS OR END USERS BACK UP PRODUCT DATA PRIOR TO SUBMITTING ANY PRODUCT FOR WARRANTY SERVICE, AND THE DISTRIBUTOR IS RESPONSIBLE FOR COMMUNICATING THIS RECOMMENDATION TO DEALERS AND END USERS.

**Non-Transferable**- This Limited Hardware Warranty is specific to the Distributor and may not be transferred or assigned. Any attempted transfer or assignment will be null and void and will not be recognized by SAPL.

**Disclaimers**- THIS LIMITED HARDWARE WARRANTY IS IN LIEU OF ANY OTHER WARRANTY, WHETHER EXPRESS OR IMPLIED, WRITTEN OR ORAL, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE OR PURPOSE, OR ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE. WITHOUT LIMITING THE PRECEDING SENTENCE, SAPL MAKES NO CLAIMS, AND DISCLAIMS ALL WARRANTIES AND CONDITIONS, WHETHER EXPRESS OR IMPLIED, WRITTEN OR ORAL, WITH RESPECT TO ANY PRODUCT’S ABILITY OR EFFECTIVENESS IN PREVENTING OR REDUCING THE RISK OF, OR DAMAGES RESULTING FROM, PROPERTY DAMAGE OR LOSS, THEFT, PERSONAL INJURY, OR DEATH.

**Limitation of Liability**- NEITHER SAPL NOR ITS AFFILIATES WILL BE LIABLE FOR SPECIAL, PUNITIVE, INCIDENTAL, CONSEQUENTIAL, EXEMPLARY, MULTIPLE, OR OTHER INDIRECT DAMAGES, OR FOR LOSS OF PROFITS, LOSS OF DATA, LOSS OF USE DAMAGES, LOSS OF REVENUE OR PRODUCTION, LOSS OF GOODWILL, COST OF CAPITAL, COST OF SUBSTITUTE EQUIPMENT OR SERVICES, DOWNTIME COSTS, CUSTOMER CLAIMS, PROPERTY DAMAGE, THEFT, PERSONAL INJURY, OR DEATH, WHETHER BASED UPON WARRANTY, CONTRACT, TORT, STATUTE, STRICT LIABILITY, OR OTHERWISE, EVEN IF REASONABLY FORESEEABLE OR IF SAPL HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES OR LOSSES. THE TOTAL AGGREGATE LIABILITY OF SAPL AND ITS AFFILIATES FOR ALL CLAIMS UNDER THIS LIMITED HARDWARE WARRANTY IS LIMITED TO THE PRICE PAID BY DISTRIBUTOR FOR THE RELEVANT PRODUCT. THE PRECEDING LIMITATIONS AND EXCLUSIONS WERE AN ESSENTIAL CONDITION IN SETTING THE PRODUCT PRICE. Some jurisdictions do not allow exclusion or limitation of implied warranties, limitation of incidental or consequential damages for certain consumer products, or limitation of liability for personal injury. To the extent such restrictions apply, the above limitations and exclusions will be applied to the maximum extent permitted by applicable law.

**After Sales Service Center’s:**

Sr No	Particulars	Address	Contact details
1.	Haridwar Main Service Center	Samriddhi Automations Pvt Ltd., Plot No-75, SECTOR-7, I.I.E., SIDCUL, Haridwar -249403 (U.K.)	Tel No- +91 134-239396 / Toll Free- 1800 102 0524 Email: <a href="mailto:support@sparshsecuritech.com">support@sparshsecuritech.com</a> <a href="mailto:customercare@sparshsecuritech.com">customercare@sparshsecuritech.com</a>
2.	Kolkata Service Center	Samriddhi Automation Pvt Ltd. P-41 Canal Street, ShreeBhumi Kolkata - 700 048 GSTIN-19AAJCS8051R1Z	Tel. 1800 102 0524 Email: <a href="mailto:support@sparshsecuritech.com">support@sparshsecuritech.com</a>

3.	Mumbai Service Center	Samridhhi Automations Pvt. Ltd. NL-1A 33/5 ground floor sector-10, Nerul Navi Mumbai-400705 GSTIN- 27AAJCS8051R1ZH	Tel. 1800 102 0524 Email: <a href="mailto:support@sparshsecuritech.com">support@sparshsecuritech.com</a>
4.	Odisha Service Center	Plot no-3453 At-Palasuni Post- GGP colony NH-16 Bhubaneswar-751025, Khordha, Odisha	Tel. 1800 102 0524 Email: <a href="mailto:support@sparshsecuritech.com">support@sparshsecuritech.com</a>
5.	Patna Service Center	Jitender Kumar C/O-Sunil Kumar main road rms colony near Neel Kamal tailor Kankarbagh Patna 800020	Tel. 1800 102 0524 Email: <a href="mailto:support@sparshsecuritech.com">support@sparshsecuritech.com</a>
6.	Gujrat service Center	E-108/1, GIDC electronic Estate, Sector-26, Gandhinagar, Gujarat-382026	Tel. 1800 102 0524 Email: <a href="mailto:support@sparshsecuritech.com">support@sparshsecuritech.com</a>

#### **THE TERM WARRANTY IS APPLICABLE IF-**

- The product is under warranty period.
- Product purchase invoice/bill (tax paid) is available and shown during repair.
- Warranty and serial number stickers are intact and not tampered.
- Product is not opened/attempted to repair except Sparsh authorized centers and its authorized engineer(s).
- Product PCBA & their components are not damaged, burnt, rusted, water-logged, tampered, etc. (or any non-repairable condition) etc.

#### **THE TERM WARRANTY CEASES IF-**

- Any re-marking on product like mentioning date of sale on product etc.
- Trying to modify actual product.
- Trying to tamper with the Sparsh logo.
- Resale of product after use etc.
- Product is not used as per instructions mentioned or improper use of products determined by Sparsh.
- Product is placed at a site that is not recommended for operation.
- Some accessories assembled in a system which is not sold by Sparsh authorized channel.
- Defects generated due to conditions/situation beyond control like lightening, surge/abnormal voltage, act of God etc.

### **Warranty Terms & Conditions:**

Defined in the following terms.

#### **i) Under Warranty**

Under warranty products will be repaired /replaced free of cost by SAPL

SAPL will provide warranty service if Genuine warranty sticker and serial /barcode both are be intact.If product is not physically tampered/damaged/burnt and BNC, DC, Cable not cut, any part broken, or with visible cracks.

#### **ii) Out of warranty**

Out of warranty product will be repaired on chargeable basis as per product and problem specified by SAPL service center. Before starting repair, SAPL service center will give information to the customer.

Repairing will done after getting acceptance of repairing charges from customer.

#### **Special Note: -**

\*\*\*\*\*Out of warranty product, once repaired from service center will carry,

3 months warranty only, if Components repaired.

6 months warranty only, if module replaced.

12 months warranty only, if all components replaced except casing.

#### **iii) Damaged, Burnt & Tampered Cases**

Damaged, burnt or any tempered product's repairing will be done under chargeable basis. The product is repairable or not, diagnosis will be done by SAPL service center only.

In case burnt or damaged or non-repairable product, SAPL service center will inform to the customer and SAPL can give solution, replacement with same product or alternate equivalent model on chargeable basis, Customer can inform using case they want to get back product return without Repair.

**iv)** Sparsh warrants the product you have purchased from Sparsh or Sparsh distributor, reseller, or vendor (Authorized partners) to be free from manufacturing defects in material and workmanship under normal use. Your sales receipt is the proof of purchase of the product and the warranty period commences from that date.

**v)** During the warranty period as indicated above, Sparsh will replace defective parts or products with new parts or serviceable parts or products that are equivalent to new parts or products in performance at no additional charge. All replaced or exchanged parts which are removed under this warranty will become the property of Sparsh.

vi) Availability of service and response-time estimates for any given case may vary according to the remoteness or accessibility of product location.

**GENERAL TERMS & CONDITIONS: -**

- The terms of the warranty are liable to change from time to time without any notice to customers as per market trends and management resolution.
- The warranty is nontransferable and shall not be considered in case of any resale.
- The warranty period starts from the first purchase of the product.
- Sparsh reserves the right to deny the repair of an outdated model in case of spare unavailability till further confirmation.
- In case of transportation damage/missing i.e. product(s) couriered by dealer/end user to service center, we shall not be responsible for it and will not be unable to serve such cases.
- Out of warranty & critical cases will be accepted for repairing only and under condition bases i.e. if the product can't be repaired it will be returned back to customer.
- Please ensure the warranty before purchase from our website.
- Sparsh does not warrant the content, file, media etc. stored into the product/device. Data recovery is not within the scope of Sparsh limited warranty.
- UNBOXED/REFURBISHED PRODUCTS sold by any platform will not fall under warranty.
- Sparsh reserves the right to retain the defective spare removed from user product against the fresh spare placed by Sparsh.

**Note-**

\*\*Terms and conditions of warranty are subject to change without notice.

\*\*\*\*While receiving product, if it is in very critical or non-repairable condition; service center may try to repair it locally or can send to next level but if in case it can't be repaired in natural condition (PCBA burnt/track damaged/rust etc.) then defective can be returned to customer.