

HAVAI HOME PRODUCTS PRIVATE LIMITED

WARRANTY POLICY

AIR COOLERS:

All our Air Coolers come with a 1-year Warranty on the Electrical Components of the Air Cooler. What that means is the Main Motor, Pump and the Swing Motor of your Air Cooler are covered for 1 year and will be replaced absolutely free of cost from our end within the warranty period. All you need to do is contact us with the video of the issue on our WhatsApp Service Number – 8591064833 and we shall get back to you. Post 1 year we shall continue to provide service and spares to the appliance at a cost.

For Air Coolers we would also like to mention that plastic parts do not have any warranty. However, if due to usage the plastic parts do get damaged or get broken, we shall replace the same at a cost which will include the cost of replacement and the cost of the service for the same.

MIST FANS:

Warranty Policy for Mist Fans: All our Mist Fans come with a 1-year Warranty on the Electrical Components of the Mist Fan. What that means is the Main Motor, Pump and the Swing Motor of the Mist Fan are covered for 1 year and will be replaced absolutely free of cost from our end within the warranty period. All you need to do is contact us with the video of the issue on our WhatsApp Service Number – 8591064833 and we shall get back to you. Post 1 year we shall continue to provide service and spares to the appliance at a cost.

For Mist Fans we would also like to mention that plastic parts do not have any warranty. However if due to usage the plastic parts do get damaged or get broken we shall replace the same at a cost which will include the cost of replacement and the cost of the service for the same.

PEDESTAL AND WALL MOUNT FANS:

Warranty Policy for Mist Fans: All our Pedestal and Wall Mount Fans come with a 1 year Warranty on the Electrical Components of the Fans. What that means is the Main Motor and the Swing Motor of the Fans are covered for 1 year and will be replaced absolutely free of cost from our end within the warranty period. All you need to do is contact us with the video of the issue on our Whatsapp Service Number – 8591064833 and we shall get back to you. Post 1 year we shall continue to provide service and spares to the appliance at a cost.

For Fans we would also like to mention that plastic parts do not have any warranty. However if due to usage the plastic parts do get damaged or get broken we shall replace the same at a cost which will include the cost of replacement and the cost of the service for the same.

CEILING FANS:

Warranty Policy for Mist Fans: All our BLDC Ceiling Fans come with a 1 year Warranty on the Electrical Components of the Fans. What that means is the Main Motor of the Fans are covered for 1 year and will be replaced absolutely free of cost from our end within the warranty period. All you need to do is contact us with the video of the issue on our Whatsapp Service Number – 8591064833 and we shall get back to you. Post 1 year we shall continue to provide service and spares to the appliance at a cost.

For Fans we would also like to mention that plastic parts do not have any warranty. However if due to usage the plastic parts do get damaged or get broken we shall replace the same at a cost which will include the cost of replacement and the cost of the service for the same.

IMMERSION RODS, BLENDERS, HEATERS, SMALL FANS:

Warranty Policy for other Electrical Appliances: All our other Electrical Appliances come with a 1 year Warranty on the Electrical Components of the product. What that means is the Electric Parts of the Products are covered for 1 year and will be replaced absolutely free of cost from our end within the warranty period. All you need to do is contact us with the video of the issue on our Whatsapp Service Number – 8591064833 and we shall get back to you. Post 1 year we shall continue to provide service and spares to the appliance at a cost.

For Electric Appliances we would like to mention that plastic parts do not have any warranty. However if due to usage the plastic parts do get damaged or get broken we shall replace the same at a cost which will include the cost of replacement and the cost of the service for the same.

ELECTRIC SPARE PARTS: PUMPS AND MOTORS

Warranty Policy for Electric Components like Pumps and Motors: All our components come with a 10 Day Replacement Policy. If, however the component you buy from our website has any issue during the duration of its running of 1 year then it is not covered under warranty.

COVERS, PERFUMES, PLASTIC PARTS:

The above parts and products are non-returnable. In case of Covers we will take the return only in cases where the cover does not fit the cooler. For all plastic parts bought wrongly by the customer and if the same is ascertained by our team then there will be no refund.

CONDITIONS OF WARRANTY

Havai Home Products Private Limited (hereinafter called as 'We/Company') extend this limited warranty to the original consumer (first retail purchaser) and warranty that the product shall be free from manufacturing defects in workmanship and materials for a period of 12 months from the date of purchase (Date of actual usage will not be considered under any circumstances).

1. Warranty will come in with effect when the following conditions are met with:

- The period of 12 months not expired from the date of purchase/invoice.
- Product is operated following the recommendations mentioned in the online manual.
- Services provided under warranty period will be subject to other applicable conditions for claiming warranty.

2. This warranty shall not apply to the product:

- Incorrectly used in combination with any other substance or products or accessories,
- Which are used for rental purposes and/or which develops problems due to faulty care or maintenance and alterations to the product or its parts.
- Which is subjected to electrical supply for which the product is not designed,
- Warranty will be void if the product is operated with a sub-standard inverter or non-sine wave inverter.
- If documentation of buying/invoice/tax bill is not available/produced by the customer to validate an original purchase and date of purchase.

4. While the company will make every effort to carry out the repairs at the earliest, it however is made expressly clear that the company is under no obligation to do so in any fixed/specified period.

5. This warranty shall automatically terminate on expiry of the warranty period of 12 months from the date of purchase even if the product may not be used for anytime during the warranty period for any reason whatsoever.

6. The Company shall not be liable in any case for any loss or damage caused to any property, death or disability caused to any human life arising out of fire, electrical fault, short-circuit, accidental handling or any kind of natural calamity. As, such the Company's liability is limited to the cost of the spare parts of the products only.

7. Due to ongoing research and development, the company holds the right to modify the product without any prior notice or obligation to buyers.

8. In case the model of product purchased by the customer has been discontinued by the Company then the company will replace the spare parts as per other available compatible spare parts.

9. Purchaser should retain the purchase bill/invoice as evidence of the date of purchase. Copy of the purchase invoice should be given to the visiting service technician while attending to the complaint. In case of any alteration in the date of purchase in the proof of purchase is found or no purchase bill/invoice is produced at the time of the visit, the warranty shall be deemed to be lapsed and the customer will be liable to pay the visit charges + taxes + spare parts replaced.

10. Under no circumstances during the warranty, the customer is entitled for replacement of product or a refund of money.

11. The Courts/Consumer forums only at Mumbai, India shall have exclusive jurisdiction for any disputes arising out of this sale/transaction.

12. The above warranty conditions shall be applicable for domestic service only to the sales in the domestic markets of India, excluding north-eastern states, Andaman & Lakshadweep.

13.No guarantee is provided on the product and there is only a warranty of 1 year.

For complaints, service, feedback and warranty conditions, - Customers can contact 'Customer Care Executive' through any of the following means:

- For complaint registration –<https://www.havai.in/a/returns>
- WhatsApp – 8591064833
- Email: services@havai.in
- Postal address – Plot No 433, Rabale MIDC Road, Thane Belapur Road, Navi Mumbai - 400701

The above warranty conditions shall be applicable for domestic service only to the sales in the domestic markets of India, excluding north-eastern states, Andaman & Lakshadweep. For overseas market the warranty will be given by the local distributor of the respective country.