

Customer Service

For any questions or support

Call us: 1800 419 2727 (Toll Free)

(Mon to Sat 10 AM - 7 PM)

SERVICE / WARRANTY POLICY - WALL CLOCK

A. Timex Group India Limited ("Timex") Warranties its Wall Clocks (purchased only from Timex authorised sellers) against manufacturing defects for a period of one (1) year from the date of retail purchase, subject to exceptions listed below:

A. This Warranty does not cover the following:

- Damage caused during transit or due to mishandling or natural calamities.
- Damage caused due to Wall Clock being opened/disassembled/ repaired/serviced at an unauthorized service outlet.
- Battery life.
- Damage caused due to water entry in Wall Clock
- Normal wear to surface, finishes and plating or any damage caused by abrasion or climatic conditions.
- Any consequential damage or loss.
- Damage caused to Wall Clock due to exposure to chemicals and solvents.
- Damage to the Wall Clock due to physical dents and scratches.
- Damage caused to Wall Clock due to direct contact to sunlight or rain.
- Damage cause to Wall Clock being kept in a room with high humidity such as bathrooms
- Damage cause to Wall Clock being kept in area exposed to strong magnetism, extreme temperatures, chemical fumes or high vibration.

B. Conditions of Warranty

- There are no serviceable parts in the product. Do not tamper with it for any reason.
- No Warranty shall be provided on Wall clock purchased from unauthorised sellers
- No Warranty shall be provided on Wall Clock which are found to be fake / counterfeit.
- To avail warranty benefits, the customer must visit/deliver the wall clock to a Timex Authorized Service Centre, and bear the consequential transportation, delivery and handling charges.
- Repair will be undertaken provided the clock is accompanied by a relevant cash memo/invoice as a proof of date
 of retail purchase.
- This product is not covered by a refund policy as such Wall Clock purchased shall not be taken back.

- Timex may at its option repair your Wall Clock by installing new or thoroughly reconditioned parts or replace it with identical/similar/equivalent value Wall Clock.
- In case the replacement of the entire Wall Clock is being made, (subject to the sole discretion of Timex), the same model shall be replaced and in the event such model has been discontinued/not available, it shall be replaced with the equivalent model of Wall Clock as deemed by Timex.
- The replaced Wall Clock/parts shall become the sole property of Timex.
- In case of repairs or replacement of any part(s) of the Wall Clock during the Warranty period, the Warranty of Wall Clock shall continue only for the unexpired period of original Wall Clock warranty.
- Timex makes no other express warranty either in writing or otherwise and expressly disclaims all warranties and conditions not stated in this warranty/ service policy.
- The warranty extends only to the Original (First) Purchaser (Consumer) of the Wall Clock and is not assignable or transferable to any other consumer.
- The Courts of Delhi shall have the exclusive jurisdiction over disputes arising in terms of Warranty/service policy.