

## **ANTAR IOT WARRANTY POLICY**

### **1. Warranty Terms and Conditions**

1.1 The Warranty provided in this policy is exclusively applicable for the ANTAR Products purchased by the Customer from ANTAR or its authorized distributors and dealers only in India.

1.2 Any dispute in relation to ANTAR Product shall be resolved and governed in accordance with the Indian laws.

1.3 Only courts located in Hyderabad shall have the exclusive jurisdiction to adjudicate any dispute associated with the Warranty provided in this policy.

1.4 ANTAR reserves the exclusive right to modify the Warranty terms and conditions from time to time due to modifications in the ANTAR Product specifications or as per the business requirements of ANTAR.

1.5 In order to seek remedy under the ANTAR Warranty in relation to ANTAR Product:

a) The Customer has to furnish the original/valid Warranty card given by ANTAR along with the ANTAR Product to ANTAR authorized personnel

b) The Customer has to provide the original purchase receipt to ANTAR authorized personnel

1.6 The original/valid Warranty card and original purchase receipt should be on the name of the original purchaser.

1.7 Absence of the original purchaser name on the original/valid Warranty card and original purchase receipt will make the Warranty null and void.

1.8 Warranty provided in this policy is not transferable/assignable and exclusively provided for the benefit of the Customer of ANTAR Product.

1.9 For the purpose of clarity, the Customer does not have any right to transfer the Warranty to any third party.

1.10 If the Customer fails to furnish the original/valid Warranty card and original purchase receipt along with the ANTAR Product then such ANTAR Product will be treated as out of Warranty coverage.

1.11 Accordingly, ANTAR will be under no obligation to remedy the defect in the ANTAR Product as per the Warranty terms and conditions.

1.12 ANTAR may remedy the defect in the ANTAR Product which are not covered under the Warranty subject to the payment of applicable fees as charged by ANTAR for that service.

1.13 During the course of remedying the defect it may be essential to integrate components (which are not covered under the Warranty) into the ANTAR Product to rectify the defect, in such case the Customer shall pay to ANTAR the applicable charges to such components.

### **2. ANTAR Product One Year Limited Warranty:**

2.1 ANTAR IoT warrants that the ANTAR branded hardware products and accessories contained in the original packaging shall work without defects as per the specifications when used normally in accordance with ANTAR published guide lines for a period of one year from the date of original retail purchase by the Customer ("**WARRANTY PERIOD**").

2.2 This Warranty does not apply

a) To consumable parts, such as protective coatings that are designed to diminish over time, unless failure has occurred due to a defect in materials or workmanship.

b) To cosmetic damage, including but not limited to scratches, dents and broken plastic on ports

c) To damage caused to ANTAR Product by use of ANTAR Products with another product

- d) To damage caused to ANTAR Product by accident, misuse, abuse, fire, earth quake or other external cause
- e) To damage caused to ANTAR Product by operating the ANTAR product outside ANTAR'S published guidelines.
- f) To damage caused to ANTAR Product by service (including upgrades and expansions) performed by anyone who is not a representative of ANTAR or an ANTAR certified engineer
- g) To an ANTAR product that has been modified or alter functionality or capability without the written permission of ANTAR
- h) To defects caused to ANTAR Product by normal wear and tear or otherwise due to normal aging of The ANTAR product
- i) If any serial number has been removed or defaced from the ANTAR Product
- j) To damage caused to ANTAR Product by any household pets or other animals (rats, cockroaches, lizards, ants etc.)
- k) To damage caused to ANTAR Product by the wrongwiring, short circuit, excess electrical load, tampering of ANTAR Product
- l) To damage caused to ANTAR Product due to unauthorized/improper/misuse of ANTAR Product by the Customer which is certified by ANTAR or its authorized distributors/dealers.
- m) To ANTAR Products not purchased by the Customer directly from ANTAR or its authorized distributors/dealers
- n) To any third party components integrated into the ANTAR Product
- o) To ANTAR Products which are not expressly covered under the Warranty

### **3. Remedy:**

3.1 If the Customer has identified any defect in the functionality of the ANTAR Product then the Customer has to provide a notice to the ANTAR with all relevant details of such defect.

3.2 The Customer has to provide such notice to the ANTAR within 15 days of identifying the defect in the ANTAR Product.

3.3 Upon the receipt of the said notice, ANTAR will confirm to its satisfaction that the defect in the ANTAR Product whether covered under the Warranty.

3.4 If in the opinion of ANTAR the defect is covered under the ambit of Warranty then the ANTAR will cure the defect in the ANTAR Product or replace the ANTAR Product (if in the opinion of ANTAR the defect cannot be rectified).

3.5 This is the sole and exclusive remedy available to the Customer and only liability of ANTAR in relation to the Warranty provided in this policy.

3.6 ANTAR will not rectify the defect or replace the ANTAR Product if the defect has occurred due to the negligent or willful act/omission of the Customer.

3.7 If ANTAR decides to replace the defect ANTAR Product with another ANTAR Product then the Customer has to return the defect ANTAR Product to ANTAR then only ANTAR will deliver the replacement ANTAR Product to the Customer.

#### **4. Warranty Disclaimer:**

4.1 ANTAR IoT devices have to be installed as per the user guide by certified or trained professional only.

4.2 ANTAR IoT is not responsible for any direct, indirect, special, incidental or consequential damages resulting from any breach of Warranty or condition.

4.3 The Customer failure to comply with the Warranty terms and conditions will make warranties null and void.

**4.4 EXCEPT AS EXPRESSLY PROVIDED IN THIS WARRANTY POLICY, ANTAR HEREBY EXPRESSLY DISCLAIMS ALL REPRESENTATIONS, CONDITIONS AND WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF TITLE, MERCHANTABILITY, NONINFRINGEMENT AND FITNESS FOR A PARTICULAR PURPOSE.**

#### **5. Important Notification:**

5.1 Do not attempt to open the ANTAR Product or remove any protective caps attached to the ANTAR Product.

5.2 It has to be installed as per the user guide by a trained professional only.

5.3 Opening the ANTAR Product or removing protective caps may cause damage to the ANTAR Product that is not covered by this Warranty.

5.4 Only ANTAR or an ANTAR certified engineer should perform service on this ANTAR Product.

#### **6. ANTAR Product Returns:**

6.1 If Customer is not satisfied with the functionality of ANTAR Product, then the Customer may return the ANTAR Product with the original receipt and original packaging within 15 calendar days of ANTAR Product purchase.

6.2 The additional restriction on these returns is that the item should be returned in original box with included accessories then only ANTAR will exchange it or offer a refund.

6.3 Any ANTAR Product which is damaged after the receipt of such ANTAR Product by the Customer or which is not in its original condition while in possession of the Customer shall not be returned.

6.4 ANTAR will not accept the return of any damaged or altered ANTAR Product except such damage or alteration has occurred only due to any negligent act or omission of ANTAR or its personnel.

6.5 For the purpose of clarity, the Customer failure to return the defect ANTAR Product to the ANTAR within stipulated duration will cause the suspension of the privileges given to the Customer under the Warranty until the time the Customer has returned the defect ANTAR Product to ANTAR.

#### **7. Third Party Products Components**

7.1 If any ANTAR Product contains any third party components then such third party components are covered under the warranty provided by such third party in relation to the third party component.

7.2 ANTAR will not incur any liability for loss or damage suffered by the Customer due to the third party components except such loss or damage can be directly attributed to any act or omission of ANTAR.

#### **8. Defined Terms**

8.1 '**ANTAR IoT**' or '**ANTAR**' shall mean the manufacturer of the ANTAR Products or the company which owns the exclusive right to manufacture and sell the ANTAR Products.

8.2 '**Customer**' shall mean the original purchaser (person/entity) who has purchased the ANTAR Products either directly from ANTAR or its authorized distributors/dealers.

8.3 '**ANTAR Product(s)**' shall mean the products manufactured and sold directly by ANTAR or through its authorized distributors/dealers to the Customer.

8.4 '**Warranty**' means the warranty provided to the ANTAR Products directly purchased from the ANTAR or its authorized distributors/dealers from time to time.

#### **9. Acknowledgement**

9.1 The Customer hereby expressly acknowledges that the Customer with clear consensus reads and understands the Warranty terms and conditions at the time of the ANTAR Product purchase and agrees to be abide by the Warranty terms and conditions in usage of the ANTAR Product.