



WARRANTY CARD

Carrier Airconditioning & Refrigeration Limited, India (hereinafter referred to as “**Carrier India**”) thank you for making purchase of Carrier Air-Purifier. The purchaser is requested to go through this document to avail uninterrupted warranty services and best-in-class customer experience.

For any breakdown call or in case of any assistance or concerns, purchasers are requested to register their complaint in either of the following ways:

1. By speaking to our Customer Service Representative, on all days between 08.00 AM to 08.00 PM, at our Service Helpline Number 1800-3000-3545 or 1800-102-1421
2. By writing to us at customersupport@carrier.com

Purchaser are advised to retain the original copy of Invoice and present the same to the service engineer in order to avail the services and parts replacement during warranty period.

Standard Warranty Guidelines

Carrier range of Air-purifiers comes with a Standard Comprehensive Warranty of 1 Year period for any manufacturing defects or workmanship, irrespective of whether the product is in use or not. The standard warranty includes providing labour services for attending any break down call and routine inspection of product, repair or replacement of all major functional parts i.e. PCBs & control panel, sensors, blower, motors and electrical parts, failed due to normal wear & tear only,

General Terms & Conditions:

- The warranty commencement shall be effective from the Date of Purchase of the Air-purifier and shall be valid within India only.
- Any other spare not listed under inclusions above such as Plastic parts; body panels; Pre-filters; HEPA Filters; Activated Carbon or Deodorization Filters; UV LED and Photocatalyst; Louvers, Touch Panel, Accessories or any kind of aesthetic or decorative material, shall not be covered under standard warranty.
- The warranty, in no case, shall extend to the payment of any monetary consideration whatsoever, or the replacement or return of the equipment.
- The product warranty gets void in case the product is not operated basis instructions provided in the user manual; the product gets repaired either by user or unauthorized personnel; Modification or alterations of any nature made in the product; the filters not replaced with the original Carrier filters; incase the original invoice copy or product serial number is found missing, defaced, altered or tampered; incase purchaser fails to meet the payment terms, payable either to Carrier India or its Channel.
- Carrier India shall not be liable for loss of efficiency or malfunction of the unit because of not using original or recommended air filters.
- The defective part will be repaired or replaced (with same or equivalent make) at sole discretion of Carrier India. However, the ‘Replaced Defective Parts’ shall be property of Carrier India and shall carry residual warranty only i.e. remaining period of the original Warranty.
- Any Damages due to acts of God; Damages due to floods or earthquakes; Willful destruction; Accidental damages; Damage caused due to rats, lizards or by any other means; Damages due to transportation or mishandling, unauthorized services; negligence of user, shall not be covered under Warranty.
- Carrier India shall not, in any event, be liable for any Special / Punitive / Direct / Indirect / Statutory / Incidental / Consequential loss or damage to either the purchaser and / or his property or of any other third party in course of attending to any complaint.
- The decision of Carrier India regarding settlement of all claims under this warranty shall be final and binding. In the event of disputes, if any, arising out of or in connection with warranty services, the courts of Gurgaon, Haryana shall have exclusive jurisdiction.