

Product Service Policy – 2014

I. INTRODUCTION

This policy shall be the guiding policy for all service and maintenance related activities of the company for all products sold by the company.

II. GENERAL TERMS TO ACCEPT A PRODUCT FOR WARRANTY SERVICE:

1. The concerned product along with the **cash bill/ invoice/ proof of purchase (& the warranty card if available)** has to be sent to the company. In case the proof of purchase is not enclosed, the date of manufacturing will be taken as record date to consider the warranty of the product under consideration. The decision of the company based on its records will be final in this regards. Even products received from trade partners must carry copy of the dealer to customer invoice.
2. Life time warranty that is offered on select products, if mentioned in the accompanying registration card would be applicable only if the customer has previously registered with the company.
3. In event of any complaint, the unit must be returned to the nearest service center or to us, freight paid for examination.
4. On-site support is provided for select products which carry a warranty card mentioning that an on-site service is available.
5. Warranty claims are acceptable only for manufacturing defects and not failure due to wear and tear during use of the product.
6. Warranty claims are not valid for:
 - i. damages resulting from accident, mishandling, negligence, improper repair, tampering, or loss of components or accessories
 - ii. products not used according to instructions given in the user manual
 - iii. products that have been altered, misused, tampered with or abused in any wayPulsatom Health Care Pvt. Ltd. will handle products that show damage or abuse according to its Non-Warranty Service Policy.
7. The purchaser's exclusive remedy with respect to the Pulsatom monitor shall be repair or replacement, at the option of Pulsatom Health Care Pvt. Ltd.
8. While the company will make every effort to repair or replace the unit under Warranty as soon as possible, it is expressly made clear that the company shall not be liable to do so within any specified time or period.
9. The Warranty of the repaired or replacement monitor will expire on the date of expiration of the original Warranty or thirty (30) days after shipment of a replacement system, whichever period is longer.

III. GENERAL TERMS TO ACCEPT A PRODUCT FOR OUT OF WARRANTY SERVICE:

1. If along with the product the proof purchase like cash bill/ invoice/ proof of purchase and the warranty card is not sent, the same will be considered for out of warrantee service.
2. In case the proof of purchase is not enclosed, the date of manufacturing will be taken as record date to consider the warranty of the product under consideration. The decision of the company based on its records will be final in this regards.
3. Minimum Service charges will be applicable for all out of warrantee services as mentioned in the table below.

4. An estimate shall be given before servicing the product. In case service charges are not approved and the product is to be returned without servicing, the minimum service charges are still payable towards product examination and shipping costs.
5. Service Charges to be paid in advance at the time of returning the product.
6. Replacement (or repaired) monitors will be warranted for a period of 30 days from shipment under a limited Warranty providing for labour at no charges.

ANNEXURE - 1
Schedule of Period of Warrantee and Service Charges

Product Group	Warrantee Period	Service Charges
Pulsatom Gluco Monitor, GM3, Digilyser, Glucosmile <i>shall excluding lancet devices, carry cases, strips, lancets and batteries</i>	Discontinued	Replaced with ACE Glucometer at additional cost
GM3+ Blood Glucose Monitors <i>shall excluding lancet devices, carry cases, strips, lancets and batteries</i>	3 Years	Service Charges: Rs. 350/= + Spares
ACE Blood Glucose Monitors <i>shall excluding lancet devices, carry cases, strips, lancets and batteries</i>	Product Lifetime* (* Refer User Manual)	Return to Service Centre, Freight Prepaid. Physical Damages chargeable
Safe Care Nebulizers <i>and shall exclude all accessories packed along with the nebulizer</i>	1 year	Service Charges: Rs. 600/= + Spares
Blood Pressure Monitors <i>and shall exclude all cuffs, carry cases and batteries</i>	1 year	Service Charges: Rs. 350/= + Spares
Blood Glucose Test Strips <i>for all blood glucose monitors</i>	Within 7 days from date of Purchase	Not Applicable
Safe Care VSM, ECG Recorder & Monitor <i>and shall exclude probes, accessories, batteries, etc</i>	1 Year	Service Charges: 3000/= + Spares
Safe Care Fetal Doppler Monitor <i>and shall exclude probes, carry case and batteries.</i>	1 Year	Service Charges: 900/= + Spares
Lancet devices, BP Monitors Cuffs , Nebulizer Accessories, Lancets, Battery Charger, Dry or Rechargeable Battery, Carry Cases, ECG Patient Cables, ECG Paper, SpO2 Probes, Power Cables, FHR Probes, Temp Probes, Other Probes, etc	No Warrantee/ Warranty <i>(Not valid for physical damage like - breakages, leaks in cuffs, wire cut etc)</i>	Not Applicable
Other unless specifically mentioned above	No Warrantee	As Applicable
Service Tax @12.6% (as applicable on date of billing) shall be charged on all service charges.		