



## PERSONAL CARE APPLIANCES WARRANTY POLICY

### WARRANTY

Vega Industries Private Limited hereinafter referred to as "VEGA" offers warranty only for its Personal Care appliances which includes Hair Straightener, hair dryer, hair curler, hair styler, hair styling kits, trimmer, shaver, epilator and hair clipper against any manufacturing defect for a period of 6 months to 2 years from the date of purchase of the appliance. This non-transferable warranty is only for the first end user on purchase from "VEGA" dealer. VEGA will repair or replace the appliance on the terms and conditions mentioned as below:

### TERMS AND CONDITIONS

1. Warranty will be valid only when the valid warranty card and original purchase invoice of the appliance are presented together for rendering our services.
2. The warranty card must have the dealer stamp which should be legible along with the date of purchase mentioned clearly in the (DD/MM/YYYY) format. The warranty will not be valid and accepted in case the dealer stamp is not there on the warranty card or if the same is not legible.
3. Customer has to show together the original warranty card and original purchase invoice. In the event of failing to do so, the warranty will not be valid.
4. "VEGA" reserves the right to decline all warranty services, if the above documents are not presented or if the information contained therein is not complete.
5. Warranty will not be valid if the original purchase invoice or the original warranty card is found tampered with.
6. Warranty takes care of only manufacturing defect of the product during warranty period.
7. "VEGA", at its sole discretion will repair or replace the defective parts or replace the appliance if required.
8. Repair of the appliance which is under warranty will be carried out by "VEGA". In such cases "VEGA" carries out repairs or replacement of any part or replacement of the appliance during the said warranty period. The warranty shall thereafter continue only for the remaining period of the warranty.
9. This warranty does not cover any form of damage resulting from dust, foreign object, fire, water, fall, input voltage fluctuation, mishandling, commercial use, dismantling, lightening, flood or any act of natural calamity and use contrary to the operations specified in the User Manual supplied with the appliance.
10. "VEGA" will not accept any responsibility for damage if the appliance is dismantled or repaired (including repair of any accessories or attachments) by a person not authorized by "VEGA". In such a case the warranty will not be valid.
11. "VEGA" will not cover any responsibility for damage due to improper care of the appliance or loss arising out of mishandling of product that incurred during transit.
12. This warranty does not cover the cost of transportation of the product from the place of the customer to the service center of "VEGA".
13. "VEGA" shall not be liable or be deemed to be in default for any delay or failure in performance resulting directly or indirectly from causes beyond its reasonable control.
14. This warranty restriction in no way affects your right under statutory laws.
15. In the event of any difference or dispute arising with reference to the terms and conditions of the warranty or their interpretation, the same shall be referred to a sole arbitrator, who shall be appointed by the Company's Directors. The decision of the sole arbitrator shall be final and binding on both the parties. Such arbitration proceedings shall be held at New Delhi and provision of the Arbitration & Conciliations Act 1996 shall apply to the arbitration proceedings.

16. To register a complaint for personal care products which are under warranty kindly click on warranty support tab on our website or log on to [www.vega.co.in/warranty](http://www.vega.co.in/warranty)
17. This warranty is valid only in India.

In case you have any questions, please feel free to contact us on our customer care number at 080-69496949 (Monday to Friday 10am-5pm 1ST) excluding holidays or email us at [customercare@vega.co.in](mailto:customercare@vega.co.in)

## VEGA INDUSTRIES PRIVATE LIMITED

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