

MUKUNDA FOODS PVT. LTD.

For warranty service or support please contact:

MUKUNDA FOODS PVT. LTD.



+91 8088496555



info@mukundafoods.com

Nothing in this Warranty purports to modify or exclude the conditions, warranties and undertakings, and other legal rights, under the Indian consumer law and other laws. This Warranty gives you additional protection for your product, and identifies a preferred approach to resolving warranty claims which will be quickest and simplest for all parties, subject to the exclusions, terms and conditions below.

WHAT THIS WARRANTY COVERS:

Mukunda Foods Pvt. Ltd. offers you a warranty that the Product purchased and its enclosed accessories are free from defects in material and workmanship according to the following terms and conditions:

- The warranty for the product is for a period of 6 MONTHS from the original date of purchase.
- The warranty applies only to the original consumer purchaser of the product ("Customer") and is not assignable or transferrable to any subsequent consumer.
- The warranty is good only to the Customer during the warranty period as long as it is in India.
- The warranty applies only to the original consumer purchaser of the product and not to the end consumer who consumes Dosa prepared using this product.
- The product has to be shipped to the authorized service centre to be eligible to make claim under this warranty.
- Mukunda Foods Pvt. Ltd. or its authorized service centres will require atleast 15 working days excluding transit to repair or replace product.
- During the warranty period, Mukunda Foods Pvt. Ltd. or its authorised service agents will repair or replace any defective Product or component at Mukunda Foods Pvt. Ltd.'s option, with new or rebuilt items. The Product will be returned to the Customer in working condition. No charge for parts or labour in repair or replacement of the Product will be incurred by the Customer. Any items that are replaced will become the property of Mukunda Foods Pvt. Ltd..
- The Customer must provide original proof of purchase to Mukunda Foods Pvt. Ltd. or its authorised service agents.

WHAT THIS WARRANTY DOES NOT COVER:

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- This Warranty does not apply if the product has not been used in accordance with the instructions provided in the user manual provided along with the product or not used in its normal and customary manner.
- This Warranty does not apply to any defect, deterioration, loss or injury or damage occasioned by, or as a result of the misuse, neglect, abuse, accident, negligent handling, improper maintenance, improper storage, abnormal use, abnormal conditions, exposure to moisture or dampness, unauthorised modifications, unauthorised repair, alteration, improper installation, or other acts which are not the fault of Mukunda Foods Pvt. Ltd., including damage caused by shipping, spills of liquids or food, mains supply defects, or external interference.
- This Warranty will not apply if the Customer does not notify Mukunda Foods Pvt. Ltd. of the alleged defect or malfunction of the Product within the applicable warranty period or if the Machine is operated by Mukunda Foods Pvt Ltd untrained personnel
- If the product seals are broken or show evidence of tampering, or if the product was used in a manner other than that which has been specified, the Customer shall have no coverage under this warranty.
- This Warranty does not cover damage resulting from lack of cleaning or maintenance or use of sub standard dosa batter or other raw food materials.
- This Warranty does not cover damage resulting from the use of accessories that are not specified by Mukunda Foods Pvt. Ltd.
- This Warranty does not cover all heater, motors, parts and wooden materials and other externally exposed parts that are scratched or damaged due to normal use.
- This Warranty does not covers Mukunda Foods Pvt. Ltd.'s products purchased in an auction.
- This Warranty does not cover breakages and consumable items such as teflon, spreader, pan, switches etc
- This Warranty is void if there is evidence of the product being tampered with by unauthorised persons/dealers/service agents.
- This Warranty does not cover costs of returning the product to Mukunda Foods Pvt. Ltd. or an authorised service centre for servicing or the cost of returning the Product to the Customer after servicing. Mukunda Foods Pvt. Ltd. may on occasion make concessions to cover postage fees and will do so at its own discretion.
- Except for any liability that cannot be excluded by law, Mukunda Foods Pvt. Ltd. excludes all liability (including negligence), for any personal injury; or any loss or damage; whether direct, indirect, special or consequential, arising in any way, including any claim that is late, lost, altered, damaged or misdirected (whether or not after their receipt by Mukunda Foods Pvt. Ltd.) due to any reason beyond the reasonable control of Mukunda Foods Pvt. Ltd..
- This Warranty only provides coverage during the applicable period and any servicing required after that period will be quoted by Mukunda Foods Pvt. Ltd. or its authorised service agents.

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Our goods come with guarantees that cannot be excluded under the Indian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

LABOUR WARRANTY

Unless specified, this Warranty covers corresponding costs for labour which may be required to repair the product under this Warranty

YOUR PURCHASING OF THIS MACHINE/ISSUING A PURCHASE ORDER/GIVING AN ADVANCE for this machine shall by default enforce this warranty card