

## WARRANTY POLICY

### *INSTITUTIONAL PRODUCTS*

Tables	Book Cases	Steel cupboards
Chairs	Sliding Door Units	Periodicals display racks
Optimizers	Lateral Filing Cabinets	Book racks
Modular Furniture	Personal Locker Units	School benches
Filing Cabinets	Steel/Wooden storages	

1. Godrej products are offered with a warranty of ONE YEAR from the date of purchase by the original purchaser against manufacturing defects.
2. The decision to repair/replace any piece of furniture will be at the sole discretion of the Company based on the report submitted by the Company's service representative.
3. The Company shall at its discretion restrict itself to repairs/rectification/replacement of the Component as a consequence of manufacturing defect. (hereinafter referred to as "Service")
4. As a valued and esteemed customer the Company or its Service Provider shall endeavor to provide service within the reasonable time.
5. The Company shall at all times endeavor to service the Product under the Warranty period. However, keeping in the view the Godrej Policy to offer the latest and the best, the product range may keep varying with the introduction of new and varied models. Any model of the product that has been discontinued will be repaired/ rectified by the Company at its sole discretion depending upon the availability of the spares
6. The Customer is informed that after the devised repairs/rectification and/or alteration, if any, to mitigate the problem, the Product may be subject to change in appearance compared to the Product as originally purchased. For wooden, metal and upholstered parts, the replacement component may have a shade different than the original.
7. Warranty does NOT include following:
  - i) Glass items like shutters wherein warranty ceases at the time of acceptance of the product.
  - ii) Scratches, dents, stains, wrinkles, colour-fading, weaning/beading of fabric/leather including other changes developed due to normal wear and tear of the products during the usage.
  - iii) Fine hairline cracks, as they are part of the normal ageing process of wood veneers.
  - iv) In modular furniture, alignment of workstations may get disturbed due to pulls and pressures subjected over a period of time.
  - v) Breakages/Damages on account of negligence, unintended usage, misuse, accident, any act of god, abuse, any agent like water/acid, etc coming in contact with wooden member/ leather, while shifting/transporting of the product from one place to another, etc.
  - vi) Variation in grain/texture of wooden member, polish of wooden member which occur during the normal usage of the products.
8. This Warranty is in lieu of all other Warranties, Express or implied including the implied warranties of merchantability and fitness for a particular purpose. Godrej INTERIO will not be liable for any special, incidental, consequential, or indirect damages, even if it has a reason to know in advance that they are possible.

## GODREJ EXTENDED WARRANTY

As and by way of a special consideration Godrej offers an extension on the Godrej Furniture Warranty to the original purchaser , for the following seating products.

60 months from the date of supply: Products – **nrg chair family**

The extended warranty period is offered subject to single shift forty hour week usage of product. In case of increased usage beyond the above, the extended warranty period will be proportionately reduced

This warranty covers all structural components like seat and back cushions, mechanisms, and pedestal. . For others elements like fabric and moving plastic parts like armrests, gas lift, castors, operating handles/levers the standard warranty will apply.

All other terms and conditions as per the standard warranty policy will apply.

Godrej INTERIO will not be liable for any special, incidental, consequential, economic, punitive or indirect damages arising out of any product defect.

The above policy is limited to **nrg chair family** and cannot be used / referred for any other offer or product already taken / purchased or proposed to be taken / purchased.