

WORKS: NH-75, SATNA PANNA ROAD,
IN FRONT OF BAGRI PETROL PUMP,
DIST. – SATNA (M.P) 485001

WEBSITE- www.adarshply.com

EMAIL- aspl2009@yahoo.in



GSTIN: 23AAHCA7348H1Z0

PHONE: +91 9425812621

+91 9981001100

CORRESPONDENCE: C/O ADARSH FURNITURE CENTRE,
ADARSH NAGAR, REWA ROAD,
SATNA (M.P), 485001

PRODUCT GUARANTEE

Dear Customer,

Thank you for allowing us to serve you better! We congratulate you on being the proud owner of our **A-ADARSH** products. We assure you that your dream home, office, building, furniture etc have been built/ manufactured with the best possible product, and you can trust us for the ideal performance of our products.

On satisfactory proof being obtained for original **A-ADARSH** product identity and the genuine nature of the Complaint (based on physical and/ or chemical examination by our team) the company shall replace the exact number of quantities (before installation) or shall compensate the buyer for the cost of the **A-ADARSH** product used (if it has already been installed), strictly according to the Warranty/ Guarantee Chart T&C provided for the respective product (See T&C Table shown below).

NO	A-ADARSH SANDWICH	A-ADARSH SUPREME	A-ADARSH ECO	A-ADARSH SILVER
1	LIFETIME WARRANTY DOOR: 25 YEARS PLY: 25 YEARS BOARDS: 25 YEARS	LIFETIME WARRANTY DOOR: 20 YEARS PLY: 20 YEARS BOARDS: 20 YEARS	LIFETIME WARRANTY PLY: 15 YEARS	LIFETIME WARRANTY PLY: 10 YEARS
2	Before Interior Works Completion: Replacement of defective sheets only After Interior Works Completion: Years replacement warranty against the borer.	Before Interior Works Completion: Replacement of defective sheets only After Interior Works Completion: Years replacement warranty against the borer.	Before Interior Works Completion: Replacement of defective sheets only After Interior Works Completion: Years replacement warranty against the borer.	Before Interior Works Completion: Replacement of defective sheets only After Interior Works Completion: Years replacement warranty against the borer.
3	Corrective Treatment/ Repair will be given preference, and wherever possible, the same will be undertaken instead of replacement. Only if corrective treatment/ repair is not possible, replacement of sheets may be provided.			

GENERAL TERMS AND CONDITIONS

In the far-fetched occasion of the item being impacted unfavourably because of manufacturing defects, Adarsh Sales Pvt. Ltd. (ASPL) hereby, promises – and undertakes – to replace, or repair, the affected part according to procedures and conditions mentioned hereinunder.

- Upon intimation of a product complaint, Adarsh Sales Pvt. Ltd. (ASPL) will depute, for inspection, its authorized representatives to the exact site/ location whence the complaint was reported.
- To take the complaint forward, 'Proof of Purchase' – like bills, cash memos, invoices etc issued by the Company, or its authorized dealers, should be produced by the customer.
- A sample, or samples, from the affected section of the product, may also be sought and the same sent for an examination to confirm the identity of the product and for analysing the cause of the defect. This examination may be done at any of the following places: (A). ASPL OWN LAB (B) GOVT APPROVED LABS
- ASPL shall only consider financial claims, or replacement for claims, subject to the test certificate (from authorized testing facilities), confirming the manufacturing defect and subject to the report of visual, chemical and physical examinations that confirm the product to be a genuine ASPL product, with the moisture content of timber maintained between 5-15% throughout the period of customer's ownership. Our customers are requested to ensure the genuineness of ASPL Plywood as per the marking and identification sticker pasted on the plywood.
- In case of any complaints, the consumer shall notify the company in writing along with the evidence of purchase(Invoice Copy) within 48 hours of discovery
- Upon the receipt of the complaint, ASPL reserves the right to depute their authorised representatives to the consumer's premises for physical examination/verification of the allegedly damaged portion of the material.
- The company reserves the right to take samples from the damaged portion of the product for further testing at its laboratory or any other renowned laboratory in India.
- The findings of authorised personnel and the testing facility would be binding and final for all the parties. The authority to establish the claim and process of warranty rests solely with ASPL.
- Any claims regarding additional cost incurred on the material during the process of conversion into various articles, either on labour or on any other complimentary material like paints, lacquer, polish, hardware, laminates, veneer, fittings, varnish or any other goods however used with '**A-ADARSH**' products or any other loss described, will not be covered under this warranty.
- The company will in no event be liable or obligated for payment of any special, incidental or consequential damages. The company expressly denies the right of any person to incur or assume for it any other liability or obligation in connection with the sale of Plywood and other Wood Panel Products.
- Claims if any, to this warranty shall be made before courts having jurisdiction in SATNA (M.P) only.
- Warranty does not extend to damages from natural causes such as floods, earthquakes and fire.
- Warranty is not applicable in case of keeping plywood or furniture on 'Kucha flooring', keeping in close proximity to water or moisturised conditions or any other similar contingencies and severely pest infected environment. Bad workmanship, inappropriate use of cutting and finishing tools also make the warranty void.
- Warranty does not cover normal wear and tear, impact damages, physical damages, storage led bending, Seepage driven damages, improper handling or abnormal use. Warranty is also not applicable if guidelines for the usage of the specified product is ignored/not followed. It also does not cover any risk if the frame of door is cut.
- Warranty is not applicable if the '**A-ADARSH**' branded products are used with 'any other brand of plywood/wood panel products or untreated timber for furnishing, construction or fabrications.
- The Product is for interior use only, the warranty does not cover if the product is used for exterior use.
- If the product is exposed to extreme weather conditions, used or stored under not advised conditions, Then the warranty will vanish.

- The warranty does not cover any damage resulting from misuse or due to exposure to corrosive chemicals, liquids, finishes or cleaning supplies.
- The warranty does not cover any damage on the product under the circumstances occurring due to 'The Act of God'
- We have used the "Action-Tesa HDHMR Board" for manufacturing the Sandwich series; any warranty provided by Action-Tesa for the HDHMR board shall also be applicable.
- However, the warranty/ guarantee will not apply in case of the following scenarios:
 1. ASPL products are combined with any other brand of plywood in making furniture.
 2. ASPL branded products are combined with any other brand of wood panel products, or untreated timber, for furnishing.
 3. Use of the product along with perishable timber without proper seasoning and preservative chemical treatment of wood, and without maintaining the moisture content of timber within a range of 5% to 15% throughout the period of customer's ownership.
 4. In case of inferior workmanship. - Damage, or wear, of the product that occurs either directly, or indirectly, through accidents.
 5. In case of improper handling of the plywood.
 6. In case of drastic mechanical/ chemical treatment, or other abnormal use, of the plywood.
 7. Natural wear and tear.
 8. If soil treatment has not been done in case of known borer/ or termite affected areas.
 9. If the product is stored in a continuously damp place or a borer/ termite infected area.
 10. In cases where purchase invoice and guarantee certificate is not produced

OTHER IMPORTANT CLAUSES:

- This warranty/ guarantee applies to **A-ADARSH** Products manufactured by ASPL after 1st April 2021 and is applicable for up to the applicable number of years from the date of manufacture mentioned on the Product.
- It may also be noted that employees of the company, or of any dealer selling the product, to which this warranty attaches, are not authorized or empowered to modify, vary, alter, supplement or augment the terms of this warranty.
- Decisions taken by the management shall be final and binding concerning all warranty claims.
- Any breach of the specified conditions described herein will render the warranty null and void.

It is our privilege to once again welcome you to the elite few among the public who own the premium **A-ADARSH** brand of products as their own.

Sincerely,

Director
ADARSH SALES PVT LTD

For M/S Adarsh Sales Pvt. Ltd., Satna (M.P)

Date..... Issued at.....Date of Manufacturing.....

Cash Memo/ Invoice No.Date.....Authorized Signatory.....

Dealer's Name.....Dealer's Signature and Seal

Customer's Name and address.....