

WARRANTY POLICY

NEXFLOW ECOMMERCE PRIVATE LIMITED Warranty Policy aims to provide customers the clarity about support-related queries they may have about our product Nexflow Smart Projector so that they feel confident in owning, using, and getting the necessary support for their products during the warranty period.

Repair or replacement will be carried out only through the Company's Corporate Office/Service Centre. The Warranty is applicable if said product is in the warranty period AND only if the following conditions are met.

- This warranty applies only to Products purchased within the territory of India ("Territory").
- This warranty is confined to the first purchaser of the product only.
- The product is a genuine Nexflow Product with a supporting invoice/bill, which the customer has to share with Company at the time of the request.
- The product is used according to instructions in the instruction manual and is not physically damaged. Such products will not be covered under warranty but can be evaluated for paid repairs/replacements.
- Non-authorized person makes NO repair attempt before claiming the warranty services of Nexflow.
- Defects are NOT caused by improper use, as determined by the company personnel.
- NO modification or alteration of any nature is made in the circuitry, software, or body of the product.
- Defects due to causes beyond control like lightning, abnormal voltage, acts of God, or while in transit to a Nexflow or Purchaser's residence.
- The product will be deemed out of warranty if a customer uses the product with non-standard accessories like adaptors and cables, which are not as per ratings mentioned in the specs of the product or in a case where Company provides the accessories with the product and yet the customer chooses to use other sub-standard or different specifications accessories.
- In case of transportation/courier-related damages arising NOT because of Nexflow, when the product is sent to the Company, we would treat it as "out of warranty" because of physical damage and will do repairs on a paid basis.
- Customer Need To send the Defective Product to Nexflow Service Centre In proper Packing with all accessories intact.
- Nexflow will offer Free Drop of Repaired/Replaced after Warranty Service on all products owns responsibility for any damages/loss during transit of Drop services.
- After repairs/replacement, the warranty will remain only for the unexpired period of the warranty. No extension of the warranty period will be done.
- Company will retain any replaced part/s or component/s.
- The company's obligation shall be limited to repair or providing replacement of part/s only with maximum claim/s, if entertained by the company, limited to the purchase price.
- In case the product is not repairable, Company may provide an equivalent product, with minor difference, or may give a credit note of the invoice value of the Product. Here the customer has to deposit all the accessories of the product. If not, then reasonable charges would be deducted for the same.
- Technological advances and Product availability status may result in your receiving a replacement product with a lower selling price than the original Product you purchased. Product equivalence will be determined solely by Nexflow.
- The warranty is issued in New Delhi, and Courts in New Delhi shall have exclusive jurisdiction over matters covered or flowing from this warranty.

Important Note - Customer must open a trouble ticket/case with [Company's Official Website](#) to get support service on any product in warranty or out-of-warranty. Customers can visit [Company's Official Website](#) to avail of the service.

Replacement Policy

To maintain our services' feasibility, we allow a product's replacement only under the following circumstances.

- The customer can replace the product unit received within 10 days from delivery and get a replacement unit delivered to the customer.
- Replacement can be made if the customer establishes that the product was delivered in defective condition or has physical damage within 24 hours of receipt of the product.
- Replacement with a fresh box unit can be provided to the customer if the customer establishes that the product delivered is not functioning properly within 10 days from the date of delivery.
- In case of receipt of damaged or defective items, please report the same to our website support team. The request will, however, be entertained once a Nexflow team member has checked and determined the same at his end. This is typically reported back to the customer within 24 hours of receipt of the products by Nexflow.
- In case you feel that the product received is not as shown on the site or as per the specifications, you must bring it to the notice of our website support team within 24 hours of receiving the product. After looking into your complaint, the website support team will make an appropriate decision.

A product will not be replaced under the following circumstances.

- The customer is unhappy with the defect-free product's look/sound quality.
- Physical damage is not notified within 24 hours of receiving the product.
- An electrical surge or any damage caused by the user.

Please see that no return or refund shall be provided. However, the customer can replace the product unit received within 10 days from the date of delivery and get a replacement.

Important Information:

Don't forget to create an unboxing video while opening the package. It will help us ensure the smooth processing of any complaints and fair settlement.

In case of any query related to our policies, please contact Customer Service at (Customer Care Number +91-7428832238) between 10 am- 6 pm from Mon-Sat or email us at (support@nexflows.in).

HOW TO AVAIL WARRANTY SERVICE.

At Nexflow Ecommerce Private Limited, we believe in delivering the best quality services, In the event that a defect arises that falls within the terms of this warranty, please follow these steps to initiate a warranty claim:

On facing any issues regarding the product, please open ticket at Company Official Website.

Assistance over the phone/email is given and the issues are generally resolved. (Support timings are 10:00 am to 6:00 pm)

If the problem cannot be resolved over the phone/email, ship the projector to the designated service center as instructed by Nexflow, with all shipping charges covered by the customer unless otherwise stated..

After the product reaches our Service Center, depending on the problem the product will be serviced/ replaced.

Once the problem is fixed, the product will undergo a quality check process to avoid repeat issues in the future.

After the whole process, the product will be finally shipped back to you through one of our logistics partners.

This complete process generally takes 10-15 working days.

- In case the product is found to have no faults or problems, the customer needs to pay the logistics and shipping charges.

Essentials required for this process

- Invoice/Bill
- Product Original Box (As it ensures product safety during transit)
- Product Serial No.
- A written note attached to the box addressing the problems in the product.

Packaging Instructions -

Important things to be taken care off while packing a Nexflow product for Reverse Pickup:

- Pack the product in Projector Product Gift Box then pack the same in any other hard cardboard box.
- The box size should not be much bigger than the product gift box size. This is to ensure the product does not move/shake freely inside the box while transit.
- To protect the product from damage, it should be properly cushioned/covered with bubble wrap (2 layers at least) or thermocol (2 layers at least).
- A note addressing to the problems in the product should be included in the box.
- A copy of the Invoice/Bill of the product should be provided in the box.
- A declaration of the items being sent in the box should be attached/included in the box.

These instructions are important to ensure a safe transit of the product, as damage during transit is not covered under company warranty. Therefore, the responsibility of proper packaging of the product lies with the customer.