

PRODUCT WARRANTY

Equipment: _____

Customer: _____

Model No: _____

Serial No: _____

Manufacturer: Osworld Scientific Equipments Pvt Ltd, Mumbai, India.

GENERAL WARRANTY TERMS AND CONDITIONS

Osworld Scientific Equipments Pvt Ltd, hereinafter referred to as the manufacturer, assures good quality and proper functioning of the purchased equipment, if used in the manner appropriate for the purpose thereof and in accordance with the operation manual, and shall provide warranty services subject to the following conditions:

- 1.** This Warranty covers the defects resulting from defective parts, materials or manufacturing, if such defects are revealed during the period of 12 months since the date of purchase.
- 2.** The equipment is considered defective if it fails to perform the functions as indicated in the operation manuals, technical specifications or any other similar documents supplied with the equipment, and the failure is due to internal device characteristics.
- 3.** Warranty services will be provided under the following conditions:
 - a.** Immediately and effectively notify manufacturer about determined defects and cease any using of it.
 - b.** The serial number of the delivered defective equipment must match the serial number sold to customer.

Osworld Scientific Equipments Pvt. Ltd.

Corporate Office: B-44 New Empire Industrial Premises, Kondivita Road
J B Nagar Post, Andheri (E), Mumbai 400 059, India

Tel: +91 22 28320880 /28390487 | Fax: +91 22 66916595 | Email: info@osworldindia.com | www.osworldindia.com

4. The Guarantor reserves the right to charge the Warranty beneficiary with the costs of service, transportation, insurance and customs clearance if the defect does not fall within the scope of this Warranty or the device has not been proven defective.

5. For supplies in locations where Osworld service is not available, especially for overseas buyers located outside India, customers can claim free replacements of defective parts under warranty provided, if and only if, they return defective component to Osworld prior to receiving replacement.

6. The Warranty does not cover:

a. Damages caused during transit of complete equipment or some part or damage to system during unloading and transportation to point of equipment placement. Such damage will have to be covered under transit insurance which is in customer scope.

b. Mechanical or electric damages resulting from incorrect installation, configuration, usage or other activities inconsistent with the operation manual or contradictory to technical specifications attached to the equipment such as poor power and water quality. Also, due to high ambient temperature around equipment caused due to poor ventilation.

c. Damages caused by acts of God, floods, fires, lighting or other natural disasters, wars, unexpected events, inappropriate voltage, defective supply materials or other external factors;

d. The device that has been tampered with by the Warranty beneficiary or any other person in any way, including reconfiguration, repair, willful constructional variations, modifications and adjustments.

e. The equipment with serial numbers and/or the warranty seals damaged or illegible.

f. The activities specified in the operation manual, which remain the sole responsibility of the Customer in his own capacity and at his own expense.

g. Defects resulting from the usage of improper or non-genuine supply materials; e.g. Damages due to the user's fault or lack of knowledge;

7. The Guarantor shall not be held responsible for any failure in performance of the obligations as stipulated in this Warranty, whenever such failure is caused by a force majeure afflicting the Guarantor or the manufacturer of the device. Force majeure means any event or circumstance beyond reasonable control of the Guarantor which prevents the Guarantor from performing the obligations stipulated in this Warranty, or results in the performance of the Warranty services that is inconsistent with the conditions stated herein,

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and which could not have been foreseen by the Guarantor acting with the professional accuracy at the moment of assuming obligations under this Warranty.

8. The Guarantor reserves the right to refuse to provide any Warranty services if it would result in a breach of applicable laws.

9. The rights granted by this Warranty shall not include the right of the Warranty beneficiary to claim any lost profits in connection with defects of the equipment. The Guarantor shall not be held responsible for any material losses caused by the defective product.

10. This General Warranty Terms and Conditions may be changed if the Buyer and the Guarantor establish different conditions in a separate agreement, and the provisions thereof supersede the respective provisions of the Privacy and Terms and Conditions

Authorized Signatory: _____

Company Seal

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