

Annexure A Warranty Policy

Viega India Private Limited (“VIPL”) warrants that the following products manufactured by VIPL or manufactured by Viega GmbH and imported by VIPL used for residential and commercial use (the “**Products**”) will be free from defects in material(s) and/or workmanship for the following period(s) from the date of purchase. This warranty is effective for all Products sold after January 1, 2018

Product Category	Residential Warranty	Commercial Warranty
Concealed Tank	10 Years	5 years
Flush Plates	10 Years	5 years
Filler Valve / Flush Valve	3 years	1 year
Hose pipe & Angle Valve	3 years	1 year
Sensors (urinal / flush plate)	5 years	1 year
SS grating & SS frame (for floor drain, shower channel), bathtub overflow cap	10 years	3 years
Plastic parts (drain base, hopper, sink sets, siphons, Connector Elbows, overflow connectors, O ring, extension box, WC outlet connectors, flexible wires, other accessories)	NIL	NIL

This warranty policy confirms that VIPL will rectify free of charge any such fault that may arise due to defect in material(s) and/or workmanship appearing within the warranty period indicated above subject to the terms and conditions described below:

- a) VIPL or its Authorized Service Franchisee solely can service/repair the Products.
- b) VIPL or its Authorized Service Franchisee will make unit repairs or replacements under this warranty within a reasonable period of time, as determined by VIPL or its Authorized Service Franchisee performing the repair or replacement.
- c) This warranty is only effective if the Products are purchased from authorized dealers and proof of purchase (original sales receipt) or e-warranty certificate is provided with all warranty claims or requests.
- d) The service/repair of the warranty shall be provided only within the municipal limits of the town or city where the office of VIPL or its Authorized Service Franchisee is located.
- e) This warranty does not include payment of or responsibility for any excise duty, central taxes, state taxes and octroi or other local taxes assessed to the Products supplied or repaired during the warranty period.

- f) Warranty period will start from the date of invoice and shall automatically terminate upon the expiry of the warranty period even if the Products have not been installed after purchase or have not been in the use for any part or whole of the warranty period for any reason whatsoever.
- g) In the event of any repairs/replacement of any parts of the Products, this warranty shall thereafter continue and remain in force only for the unexpired period of the warranty. Any time consumed for the repair/ replacement of Products including transit of the Products or their parts or any period during which the Products have not been used whether under warranty or otherwise shall not be excluded from the warranty period and no extension of the warranty period will be granted.
- h) This warranty remains applicable only if the Products have at all times been used and maintained strictly in accordance with the terms of this warranty and have not been improperly or negligently handled. This warranty is not valid or effective if the Products are not installed by qualified and experienced technicians according to the instruction manual.
- i) If the Products are installed beyond the municipal limits of the town or city where VIPL's branch office or its Authorized Service Franchisee is located, any and all costs and expenses incurred for repair/service of the Products in respect of a) to and from travel of service personnel and b) transportation of the Products and/or spare parts and/or components from the location of VIPL's branch office or Authorized Service Franchisee to customer's location and back shall be borne wholly and solely by the customer at the prevailing rates, and VIPL shall not be liable for any damage caused to the Products in transit or delivery for repair.
- j) Installation Pre-requisite: A) Water Hardness: Water over 700 ppm is extremely hard and not fit for drinking. This will definitely have a serious effect on household fixtures, piping and appliances. Hence it is recommended to use soft water for Sanitary ware fittings., B) Water Pressure: as per specifications., C) Plumbing Configuration: Standard plumbing configurations as per Viega Specifications. Customer may contact Viega Customer Service team for further assistance.
- k) Improper handling of the Products automatically terminates and nullifies this warranty. This warranty does not cover problems arising from insufficient water pressure beyond the recommended limits, excessive water impurities/hardness beyond the norms of drinking water or improper care and cleaning. Guidelines for proper care and cleaning** are mentioned herein below. VIPL is not responsible for labor charges, installation or other incidental or consequential costs or expenses.
- l) To the largest extent permitted by the applicable law, VIPL does not accept any responsibility or liability whatsoever for any special or consequential damage due to the defective Products, or due to defects of any component or part

thereof. In no event shall the liability of VIPL exceed the purchase price of the Product(s) with regard to which warranty and/or liability claims are brought.

- m) In the event of non-availability of components or parts due to any reason whatsoever, neither VIPL nor its Authorized Service Franchisee will be responsible or liable for any delay that may be caused to service/repair of the Products. In the event that the same model or color is not available for replacement, VIPL or its Authorized Service Franchisee will replace the defective Products with an equivalent model or color wherein the customer shall pay the proportionate amount on the current MRP.
- n) VIPL may, at its discretion, retain any part or component replaced during the warranty period.
- o) For Products sold in India, only this Warranty document is applicable. Any reference to any other warranty document will not be considered.

How to make a Warranty Claim:

- To submit and/or avail a warranty claim, please contact VIPL Customer Service at customercare@viega.in. Telephonic enquiries shall be directed to VIPL toll free no. 18001020054 between 09.00 hrs. and 18.00 hrs. all days of the week, however excluding public and national holidays. Please provide all applicable information regarding your claim including the follow]Product/Model Number/Article no;
- Proof-of-purchase (copy of your original sales receipt, purchase order, or invoice), the date when the Product was purchased from a VIPL channel partner or directly;
- Complete description of the problem with supporting documentation/s as applicable.

**** Care and cleaning guidelines:**

Do's:

- Clean the actuating plate with just damp cloth. Then simply rinse off and wipe dry. You can prevent lime scale by drying the fitting after each use. If lime scale deposits form, remove them with environmentally friendly cleaner.
- Always test your cleaning solution on an inconspicuous area on the product before applying it to the entire surface.
- Wipe surfaces clean and rinse completely with water immediately after applying cleaners.

Don'ts:

- Do not use any abrasive sponges or scouring agents for cleaning.
- Do not allow cleaners to sit or soak on the Products.
- We also advise against the use of solvents or acidic cleaners, lime scale removers, household vinegar and cleaning agents containing acetic acid. They will attack the surface and leave your fitting looking dull and scratched, because the formulae of commercially available cleaners are changed frequently.
- Never use Packing (Brown) tapes to cover the product as it damages the finish and is difficult to clean.