# AFTER SALES POLICY (VFD / HMI)

All returned units to the manufacturer for repair, including WARRANTY REPAIR and OUT-OF-WARRANTY REPAIR, must follow the procedure listed below:

## Limited warranty statement

- The limited warranty shall last for 12 months from the date of Authorised Dealer or Authorised channel Partner's invoice or 18 months from the month of manufacturing, whichever is earlier. The manufacturing month is to be calculated from the serial number. The invoice will be required as proof of purchase, with the mentioned model & serial number on it.
- The limited warranty covers the expenses for inspecting and repairing the product during the warranty period.
- The defective product shall be delivered by the purchaser to the dealer's store or Selec's head office, along with the invoice copy (proof of purchase - the dealer's invoice).
- We will either repair the defective product or replace it with a new product. All faulty products or components will not be returned to the purchaser.
- The repaired or replaced product shall continue to be warranted for the remaining time of the original warranty period.

## Procedure

1. Ship the unit to the manufacturer with a fault information label on the box and contact information. If the packaging box and accessories are not sent to the manufacturer, then the manufacturer will dispatch the repaired or replaced unit without accessories.
2. Once the manufacturing fault is confirmed by our authorized engineer, the replacement / repaired unit will be prepared and then shipped.
3. Selec reserves the right to replace a defective product with the most comparable one currently available.
4. Selec does not guarantee the data stored in the products; the customers are responsible for backing up relevant data to prevent loss.
5. Dealer or channel partner can issue free replacement to the customer only if the product is in warranty as per this policy and then can send the faulty product to Selec head office to claim warranty repair/replacement.
6. If the customer is giving unboxed and without accessory product to dealer / channel partner for repair / replacement then dealer has to give replacement only of the unit and use the accessories and box to pack with faulty product to send to Selec to claim warranty office for repair/replacement.
7. Selec will despatch repaired or replaced product which dealer/ channel partner shall keep in his stock and will use it for future replacement
8. Selec will despatch the repaired product as possible as close to completely refurbished product provided dealer or channel partner had sent all the accessories and box.

## This warranty does not cover products that are damaged by any of the following:

1. Accident, misuse, abuse, or alteration
2. Use with unauthorized accessories or use other than as instructed.
3. Connecting to an incorrect voltage and wrong connections.
4. There is no warranty for physical damage. We are covered under a transit damage / loss policy. Any transit damage / loss has to be reported within 7 days of receipt of the goods. One would necessarily need to open and check the products received, if a claim is to be submitted to the insurance company. The details of the invoice, transporter, photos, etc. would be needed by the insurance company.

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