

# Rollwin Aluminium

314 and 293 Narayan Peth, Daily Prabhat Compound, Near Vijay Theatre, Pune 411030

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## Service Warranty

Rollwin Aluminium general terms and conditions for after sales services Restricted to Aluminium Windows and Doors made by Rollwin Aluminium. Valid only with authorised Tax-Invoice Serial number with Item description From April 2015 [Amended on 9<sup>th</sup> may 2016]

Rollwin Aluminium uses all branded material and hardware for making aluminium doors and windows. Many agencies and manufactures are involved and act as suppliers for material needed for making aluminium doors and windows. Still Rollwin aluminium is committed in providing customer satisfaction for the products [Doors and Windows] made from supplied material.

This service warranty is given to **retail customers only** [for works up to 1000 sq-ft.] In order to avoid any inconvenience to them and **not in any case** is for builders or corporate sector or for the works above 1000 sq-ft. even it falls under retail category.

This service warranty of 12 months in case of aluminium windows *other than aluminium* of Jindal and 18 months in case of doors and windows made from aluminium of Jindal is offered to Customers who have purchased their Windows and Doors in Maharashtra with valid tax-invoice for the product name mentioned specifically in list of purchases.

Any product [Doors and Windows] for which after sales service is sought for, must be accompanied by a tax-Invoice number, Date, contact name, address and telephone number. If this information is not provided, Rollwin Aluminium will be unable to send service team to you and reserves the right to cancel the request within next 7 days after receipt.

It is in your best interests to make a note of your Tax-Invoice serial number and date and quoted in any communications with Rollwin Aluminium regarding your complaint.

Please note that Rollwin Aluminium will endeavour to ensure the safety of your products [Doors or Windows] while repairing. However, every effort will be made to make repairs without causing any damage to tiles, marble, granite nearer building parts and paint or furniture. Rollwin Aluminium cannot accept any liability, nor pay any compensation for damage to furniture, tiles, marble, granite and paint or any other member of the building in proximity where the window is installed. Furthermore, it is in Rollwin Aluminium's interest to repair your product [Doors or Windows] as quickly as possible, we maintain standard response time policies and guidelines for repairs.

Following Items for repairs are considered/ not considered in warranty

- 1] Service for change of broken glass is not covered in service warranty
- 2] Service for changing the position of doors and windows are not covered in service warranty
- 3] Star locks are proved to be long lasting quality locks and Rollwin Aluminium always recommends star locks. Service for change of defective locks is considered in service warranty for above mentioned period provided the locks used are of star make. Other locks for newly sections of 27mm x65mm are

very attractive but still are in its preliminary stage hence warranty does not cover locks for such sections.

4] Cracked Bearings of Rollwel make only –a) we recommend to use of Rollwel body [NSK-JAPAN] bearings if your product (b) [Doors or Windows] has this specification in Proforma-Invoice we sent [Bearings will be changed by us] is covered under service warranty, any other brand bearings will not be covered in service warranty.

5] Service for clogging in the bearings are not covered. We advise customer to clean the bottom rails once a month

6] Powder Coating is of branded make which has life span of at-least 7 to 12 years and is done by other agency and not by Rollwin Aluminium is not covered under warranty. [*Customers are instructed through Pro-forma Invoice to inspect the product before installation and if no complain is received from customers within 2 days it is assumed that product is as per customers' expectations*] But co-ordination can be arranged by us between customer and coating agency for any fault and Rollwin Aluminium shall not be responsible for any further communication with anyone in this regard.

7] Our technicians report regarding the cause of fault will be deemed as final and no complain against it will be entertained further.

A] Paid after sales service for the period of a)18 months in case of sliding windows *other than doors and windows made from aluminium* of Jindal and 24 months in case of doors and windows made from aluminium of Jindal is offered for the services restricted to windows and doors made by us and not included above. b) All efforts will be made to provide paid after sales service after the warranty is over to customers of Rollwin aluminium for the purchased product mentioned in Tax-Invoice. But Rollwin Aluminium's decision to provide such service will be final (to provide or not provide such service after the warranty period is over) and paid after sales service is available in Maharashtra [provided to and fro charges with stay arrangement is provided by the customer (details below)] and for outside region request should be made in advance and Rollwin aluminium will decide on case to case basis for such out station after sales service.

All hardware, glass and aluminium parts which are not covered above, required will be charged additionally. Transport charges for the technician's visit needs to be paid by the customers if the site location is beyond 60 km from Pune City in Maharashtra during or after warranty period

**B.** Rollwin Aluminium's only obligation under this warranty is the provision of the repair service as set out above.

C. Unless agreed in writing, the Warranty will not apply: (a) because you have not used, stored or handled the Product properly; or because you are in breach of the terms of this warranty or have not followed Our instructions like timely cleaning the tracks and slow speed opening and closing of shutters [specially in case of 65mm x 27mm sections and doors and for other sections types whose height is above 6ft and width is above 2.5ft] or careful lock handling or because of damage or defect due to wilful neglect or negligence by anyone other than Us; (b) to loss of quality, degradation of performance or actual damage that results from the use of spare parts or other replaceable items (such as consumables) that are neither made nor recommended by Rollwin Aluminium; (c) to a loss of quality, degradation of performance or damage that results from the installation of, damage to, or modification to the Product by someone else other than Our representatives or because of damage that results from changes required by you or a Third Party (d) because of external causes outside Our control which shall include accident, fire disaster or burglary; (f) because of faults caused by shock or

fall, sand, dust, dirt, damp or corrosion, leaky walls, repair or cleaning by unauthorised personnel; (g) because of any malfunction or specific requirement of any other item of hardware which you have linked to the Product without our consent .8. You must ensure that the proper provision of the service by Rollwin Aluminium under this warranty will not directly or indirectly damage your property or otherwise cause you direct or indirect damage or loss and Rollwin Aluminium will not be responsible for: (a) checking as to the likelihood of such damage or loss occurring prior to providing or during provision of the service under this warranty; (b) any such damage or loss that may occur.(c).Rollwin Aluminium's arrangements for providing service provided under this warranty may include the use of sub-contractors.

D. Subject to Pune Jurisdiction - The venue shall be the court with jurisdiction at the Rollwin Aluminium's registered office.

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