



Beetel Teletech Ltd. Gurugram

Service Policy - FLiX


Department : Consumer
Level : II
SOP Name : Service Policy - FLiX
SOP No. : SP/CSD/01
Rev. No. : 03
Issue No. : 01
Issue Date : 20-01-2022

Sanjay Shukla
(NSM – QAP/CSD)

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Ravi Kumar
(Head – B2C)


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	Beetel Teletech Ltd. Gurugram	Issue No.: 01
	Department: Consumer	Issue Date: 20-01-2022
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	Title: Table of Content (Index)	Section: 1.00.00
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S.N.	Description	Page	Rev. No.
1.00.00	Table of Content (Index)	01	00
1.01.00	Record of Amendment	01	00
2.01.00	Service Policy - FLiX	05	00
3.01.00	Annexure - A	01	00
3.02.00	Annexure - B	01	00

Sanjay Shukla Prepared By (NSM – QAP/CSD)	P.K. Malakar Reviewed By (Head – QAP/CSD)	Ravi Kumar Approved By (Head – B2C)
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Rev. No.	Section	Page No.	Date	Reason of Amendment	Amendment By	Approved By
01	3.01.00	01	21/07/2021	New Product Category Added	Rahul Gaur	P.K. Malakar
02	2.01.00	02	22/07/2021	Service Support for Online Customer	Sanjay Shukla	P.K. Malakar
03	2.01.00	03	23/12/2021	Define TAT of Distt. Defective Settlement	Sanjay Shukla	P.K. Malakar

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S.N.	Description	Rev. No.
2.01.01	<p>Background:</p> <p>Beetel Teletech Limited (hereafter referred to as “Company”) is entering into the business of FLiX Accessories. This necessitates the need of a warranty policy for providing timely after sales service to our customers.</p> <p>Customer means end customer, Channel Partner or Retail Partner</p>	
2.01.02	<p>Objective:</p> <p>To provide service warranty terms and conditions FLiX Accessories sold to the customers.</p>	
2.01.03	<p>Scope:</p> <p>The Scope of this procedure is restricted to Beetel Teletech Limited sold / distributed FLiX Accessories enlisted in Annexure A.</p>	
2.01.04	<p>Standard Guideline:</p> <ul style="list-style-type: none"> ✚ The Company warrants the product sold by it or its distributor, reseller to be free from manufacturing defects in material and workmanship under normal use. ✚ The warranty of the product mentioned in Annexure-A ✚ Invoice is the original proof of purchase of the product and the warranty period commences from the that date original purchase as per standard warranty of the product. The warranty is non-transferable and is extended only to the original purchaser. ✚ The warranty does not cover normal wear and tear and accessories of the product. 	

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S.N.	Description	Rev. No.
2.01.05	<p>Policy and Procedure:</p> <ul style="list-style-type: none"> ✚ Customer shall visit the its distributor, reseller Store from where the purchase was made, for replacement of the product. ✚ Distributor, reseller Store should validate the warranty as per the Invoice date. ✚ Distributor, reseller Store is authorized to replace only those products which have any defective symptoms. ✚ Distributor, reseller shall send the defective product to Super Distributor (SD). ✚ Super Distributor (SD) shall send the defective product to Service Warehouse on monthly basis for replacement along with the details of the products as per the format prescribed in Annexure B. ✚ Service Warehouse shall return the replaced material to the Super Distributor (SD). ✚ One side freight cost will be borne by Super Distributor (SD) ✚ Warranty is not valid for Physically damaged products and any defects or damages mentioned in Warranty Exclusions. <p>Warranty Service Support for Online Customer:</p> <ul style="list-style-type: none"> ✚ Online customer will send defective product to Beetel Okhla Service warehouse along with proof of purchase (Invoice), complete postal address, email id, mobile no. ✚ Beetel service warehouse will validate the product as per guidelines and inform to customer. ✚ Beetel service warehouse will replace the product (TAT – 10 Working days) as per warranty support guideline ✚ Beetel will not accept the transit damage / Customer Induced Damage / Fake Product 	<p>03</p> <p>02</p>

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S.N.	Description	Rev. No.
2.01.06 (A)	General Term and Conditions: Warranty Inclusions: <ul style="list-style-type: none"> ✚ FLiX's obligations are limited to repair of the defect or replacement of the defective part or at its discretion replacement of the product itself. ✚ In case of any damage to the product / misuse detected by the authorized service Distributor / reseller personnel, the warranty conditions are not applicable. ✚ Warranty cover will be void, even if a repair has been attempted by any unauthorized service center. FLiX shall not be liable for reimbursements, claims and damages that may result from the unauthorized repair of the product. ✚ In the event of repair / replacement of any parts of the unit, the warranty shall thereafter continue and remain in force only for the remaining period of the product warranty. ✚ In the event of repairs of any parts of the product, the company or its authorized service touch points, reserves the right to retain any parts or components replaced at its discretion in the event of a defect noticed in the equipment during the warranty period. ✚ The company's liability under this warranty shall be limited to repairs/replacement, which is found to be defective. ✚ This warranty shall not affect consumer's statutory rights under applicable Indian Laws. ✚ All disputes related with the warranty are subject to jurisdiction of Gurgaon Courts only. 	

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(B)	<p>Warranty Exclusions:</p> <ul style="list-style-type: none"> ✚ If the stipulated warranty period as determined from the Proof of purchase has expired. ✚ The product is not used according to the instructions as stated in user's manual as determined by the Distributor / reseller / company personnel. ✚ Modification or alteration of any nature is made in the electrical circuitry or physical construction of the product by any un-authorized person / agency. ✚ If the product is tempered by way of use / repair work by any un-authorized person / agency. ✚ If the product is found to be physically damaged, rusted, wet / moist / liquid damage or burnt. ✚ Damage of the battery caused by overcharging or failure to use in accordance with the specific instructions outlined in the product user manual. The batteries are charged by chargers other than those approved by FLiX. ✚ Force Majeure: Defects due to cause beyond control like Fire, voltage surge, acts of God like earthquake, lightning, rain, flood etc. <p>The above policies are for warranty service and the customer will be responsible for any costs associated with non-warranty conditions. FLiX reserves the right to make final decisions regarding problem determination and the appropriate service option. Exchange units assume the remaining warranty of the original product. Some limitations and restrictions apply, and these are subject to change without prior notice.</p>	
2.01.07	<p>Packing Guidelines for Defective Products:</p> <ul style="list-style-type: none"> ✚ Each product must be packed in separate polybag (Small Products) 	

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2.01.08	<ul style="list-style-type: none">  Separate packing for each model and mentioned the weight & quantity on master carton.  Master Carton packing must be with bubble sheet and thermocol to avoid damages/tempering during transit. <p>Responsibility:</p> <p>The responsibility for ensuring compliance to this procedure by the channel lies with Customer Service Department.</p> <p>Note:</p> <p>Beetel Service Warehouse Address:</p> <p>Beetel Teletech Limited C/o Wheel India SCM Solution Pvt. Ltd D-27, First Floor, Okhla Industrial Area Phase-1, New Delhi-110020 Contact No.: 011-46012876</p> <p>Call Centre Details:</p> <p>Toll Free No.: 1800-102-2700 E-mail ID: support@flixaccessories.com</p>	

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S.N.	Description	Rev. No.																														
	<p><u>ANNEXURE -A</u></p> <p><u>Product Description and Warranty</u></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 35%;">Product Category</th> <th style="width: 35%;">Warranty Type</th> <th style="width: 30%;">Warranty Tenure</th> </tr> </thead> <tbody> <tr> <td>Charger – Adaptor</td> <td>OTC Replacement</td> <td>400 Days</td> </tr> <tr> <td>Charger – Car</td> <td>OTC Replacement</td> <td>400 Days</td> </tr> <tr> <td>Earphone</td> <td>OTC Replacement</td> <td>200 Days</td> </tr> <tr> <td>Data Cable</td> <td>OTC Replacement</td> <td>200 Days</td> </tr> <tr> <td>Power Bank</td> <td>OTC Replacement</td> <td>400 Days</td> </tr> <tr> <td>Bluetooth Speaker</td> <td>OTC Replacement</td> <td>400 Days</td> </tr> <tr> <td>Bluetooth Headphone / TWS / Neckband</td> <td>OTC Replacement</td> <td>400 Days</td> </tr> <tr> <td>Smart Watch</td> <td>OTC Replacement</td> <td>400 Days</td> </tr> <tr> <td>Keyboard & Mouse Combo</td> <td>OTC Replacement</td> <td>400 Days</td> </tr> </tbody> </table> <p>* OTC – Over the counter replacement DOA – Dead on Arrival</p>	Product Category	Warranty Type	Warranty Tenure	Charger – Adaptor	OTC Replacement	400 Days	Charger – Car	OTC Replacement	400 Days	Earphone	OTC Replacement	200 Days	Data Cable	OTC Replacement	200 Days	Power Bank	OTC Replacement	400 Days	Bluetooth Speaker	OTC Replacement	400 Days	Bluetooth Headphone / TWS / Neckband	OTC Replacement	400 Days	Smart Watch	OTC Replacement	400 Days	Keyboard & Mouse Combo	OTC Replacement	400 Days	01
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	<p><u>ANNEXURE B</u></p> <p><u>Defective Settlement Format</u></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 5%;">S.N.</th> <th style="width: 10%;">Product</th> <th style="width: 15%;">Product SKU / Model</th> <th style="width: 10%;">Date of Purchase</th> <th style="width: 10%;">Invoice No.</th> <th style="width: 10%;">Box Serial No.</th> <th style="width: 10%;">Fault Reported</th> <th style="width: 20%;">Remarks</th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> </tbody> </table>							S.N.	Product	Product SKU / Model	Date of Purchase	Invoice No.	Box Serial No.	Fault Reported	Remarks																																	
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