



Warranty statement

Dear customer,

All MarQ products are designed and manufactured to the highest standards for quality performance, ease of use and ease of installation. If you encounter any issue while using your product, we recommend that you first consult the user manual or the information in the support section of the MarQ website, where (depending on the product type) you may find a downloadable user manual.

In the unlikely event of a failure of the product, MarQ will arrange for it to be serviced, free-of-charge (if under Warranty Period else chargeable basis service), when you inform us of the defect during the warranty period, provided that the product was used in accordance with the user manual (for example, in the intended environment). This document only applies to consumer products sold and in use in India.

Warranty Periods Please refer the row that is relevant for the product you have purchased for the warranty period, its coverage and exclusions, if any. Note that the below table includes data for all MarQ products. For warranty claims or any product related support reach out to customer support team at marq@flipkart.com or +91 80 46609211 and if required service engineer will visit your location for an in-home service.

Product Category	Warranty Period
Televisions (24DAFHD, 32DSHD, 43DAFHD)	12 Months Limited Domestic Warranty
Washing Machine Semi-automatic & Fully Automatic Top Load (MQSA65, MQSA75, MQSA85, MQFA65, MQFA75)	2 Years Comprehensive and 5 Years on Motor
Washing Machine Fully Automatic Front Load (MQFLXI65, MQFLXI75)	1 Year on Product and 3 Years on Motor
Microwave (MM720CXM-PM, EW925ETB-S, AC930AHY-S)	12 Months Comprehensive Warranty and 36 Months on Cavity and Magnetron
Air Conditioners (FKAC102SFA, FKAC152SFA, FKAC103SIA, FKAC153SIA)	1 Year on Product and 5 Years on Compressor
Soundbars (FS23S, FS68L)	1 Year Manufacturing Warranty
Headphones (Active Noise Cancelling)	1 Year Warranty

Warranty Terms & Conditions:

Flipkart India Private Limited ("**Company**") warrants the product to be free from manufacturing defects or any other specific defect as may be specified in the Specific Terms and Conditions below. The warranty is for a period mentioned in the Specific Terms and Conditions below, the invoice (if not specified in the Specific Terms and Conditions below), as well as the product listing page, and such period shall commence from the date of purchase of the product by the first end user. This is a non-transferable warranty, valid only in the territory of India and extended only to the first end user customer ("**Customer**") basis the following terms and conditions, which the Customer is deemed to have accepted upon purchase of the product:

1. Warranty will be valid only when the original purchase invoice is presented at the time of service. Company reserves the right to decline warranty service, if the purchase invoice is not presented.
3. In case of commercial usage of the product, warranty period would be limited to 90 days only.
4. Warranty will cover only functional parts, issues having manufacturing defects and does not cover damages to the product resulting from unauthorised adaptations/ adjustments/ tampering/ repair , improper installation or placement, mishandling, improper use, deviation from the instructions set out in the user manual (if applicable) normal wear and tear caused due to use of the product.
5. Warranty does not cover any external accessories and fittings to the product.
6. All plastic, rubber, glass, or aesthetic parts and consumable replacements will be on a chargeable basis.
7. Warranty shall not apply to damages caused to the product by accident, voltage fluctuations, lightening, ingress of water (beyond certified limits, if any), fire or any other natural calamity, improper ventilation, dropping or excessive shock, or any external cause beyond Company's control.
8. Company shall retain all products or spare parts which are replaced and the ownership of the same shall vest with the Company.
9. Company is not liable to provide repair services or spare parts after the period of warranty expires and the same if provided will be on a chargeable basis.
10. Whilst the Company, through its ASC, shall make every effort to carry out the service at the earliest, it is expressly clarified that the Company is under no obligation to do so within a certain time period.
11. Whilst Company would take all necessary steps to repair the product under warranty and maintain sufficient stock of the spare parts of the products, in certain cases, at its sole discretion, Company may due to non-availability of spare parts of the product or product being in a state which is beyond economic repair, offer a replacement scheme to the Customer. The terms of such replacement offer is subject to change from year to year and shall also be applicable on the maximum retail price of the product.
12. All transportation & handling expenses incurred while replacing or repairing will be payable by the Customer.
13. For any warranty claim requested by the Customer from the region beyond municipal limits of the jurisdiction of the ASC, a visit by an authorised service personnel may be arranged by the Company through its ASC, on a case to case basis, at its sole discretion and the charges towards such visit will be borne by the Customer.
14. Warranty shall be void if:
 1. The type or serial no. on the product has been altered, removed or defaced.
 2. The product is not operated as per the instructions given in the User Guide, if any.
 3. The defects are caused by household pets, rats, cockroaches or any other animals or insects.
15. The warranty automatically expires after the period of time stated in the product invoice even if the product may not be in use for any time for whatever reasons.

16. This Warranty shall not affect Customer's statutory rights under any applicable law

17. Customer agrees to indemnify and keep Company harmless against all damages, liabilities, costs, expenses, claims, suits and proceedings (including reasonable attorney's fee) that may be suffered by the Company as a consequence of: (i) violation of these terms and condition by the Customer; (ii) violation of applicable laws by the Customer; (iii) any action or inaction resulting in wilful misconduct or negligence on the Customer's part.

18. In the event of repairs of any part (s) of the product, the Warranty will thereafter continue and remain in force only for the unexpired period of the Warranty. Moreover, the time taken for repair and in transit whether under the Warranty or otherwise shall not be excluded from the Warranty period.

19. None of the employees, sellers, dealers or ASCs of the Company have the authority to vary these terms and conditions.

20. Customer agrees that the courts at Bangalore shall have the exclusive jurisdiction to settle any dispute that may arise in relation to this Warranty or these terms and conditions.

21. COMPANY SHALL NOT BE LIABLE FOR ANY INDIRECT, SPECIAL, PUNITIVE, EXEMPLARY, SPECULATIVE OR CONSEQUENTIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, ANY LOSS OF USE, BUSINESS INTERRUPTION, AND LOSS OF INCOME OR PROFITS, IRRESPECTIVE OF WHETHER IT HAD AN ADVANCE NOTICE OF THE POSSIBILITY OF ANY SUCH DAMAGES.

22. For any further information / assistance please contact our customer Redressal cell at:

Flipkart India Private Limited,
Vaishnavi Summit, No 6/B,
7th Main, 80 Feet Road, 3rd Block,
Koramangala, Bangalore-560034, INDIA.
Contact No.: 080-46609211
Email: marq@flipkart.com

KEEP OUT OF REACH OF CHILDREN

Children should be supervised to ensure that they do not play with the appliance.