



Nexivue Service Warranty Policy

Nexivue After Sales Warranty Policy for Security Products

Version: SVC26_1

Aditya Infotech Ltd.



Nexivue Service Warranty Policy

The policy stated herein supersedes all policies Service Policy & DOA Policy.

Your Nexivue (Aditya Infotech Limited / AIL) equipment has been manufactured to meet the highest quality standard. we urge you to take good care of your equipment and always follow the usage and maintenance instructions in the user's manual carefully. If you do, the equipment will serve long and well. During the warranty period, repairs or adjustments will be made free of charge only upon presentation of the sales receipt/invoice evidencing the date of purchase. If the documents cannot be presented or if the information contained in them is incomplete or illegible, Nexivue reserves the right to refuse free-of-charge warranty service.

Your Nexivue equipment is warranted against any manufacturing defects as detailed herein. If during this period of warranty, the product proves defective due to improper material or workmanship, our authorised service network within the sales territory will, without charge for labour and parts, repair the product in the terms and conditions set as below. Nexivue reserves the right (at its sole discretion) to replace or repair the product.

A. Warranty

Warranty & Liability: Nexivue warrant each product to be free from defects in material and workmanship. Nexivue liability under this warranty is limited to repair/replacement of the defective part/s free of charge. This obligation is limited to servicing of part/s returned to AIL for that purpose and making good any part/s their of which shall be within warranty period & returned to AIL under a written intimation and which to the AIL's satisfaction is found defective. AIL reserves the right to decide the workplace for the repair work. The product must be delivered/sent via courier to the nearest service centre on a freight paid basis by the customer, and the transit risk (both ways) for such material will rest with the customer.

Tenure: Product standard warranty will last for a period as mentioned below in "Annexure A" from the date of invoice/sales receipt of the product (Warranty Mentioned on AIL Packing List). The warranty for the replaced/product repair product/part will lapse along with the original product purchased as per the original invoice.

Applicability: Warranty excludes any claim for any consequential damage or losses whatsoever and is limited maximum equal to the cost of the product. The warranty will be applicable only if the product has been operated within the operating limits with due arrangement/s to protect the product from dust, heat, humidity, water seepage, low voltage, high voltage and is not subject to mishandling or misuse by the customer.

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Only those products shall be considered for repairs under warranty wherein serial number sticker and/or unique identification sticker must not be tampered/damaged/mutilated/removed.

Exclusions: The warranty does not cover burnt cases, tampered cases, damage of the circuit due to high voltage, damage or defect caused by transportation, water seepage, abuse, improper use or negligent care and damage caused by fire, earthquake, flood, or natural disasters. AIL's technical engineer/s judgment/assessment on the same will be final & binding on customer/s.

All accessories including power adapters are excluded from Warranty.

Disputes: In case of any doubt wherein claim and/or a serial number of the product is not matching with the warranty records of AIL, customer bill is mandatory for determining Warranty and final decision shall be taken as per records maintained by AIL.



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ANNEXURE - A

Warranty Policy - Nexivue				
Product Type	Product	Carry In Warranty		Onsite
		Product	Accessories	Installation & Service
		(in months)	(in months)	
Network Products	IP Cameras	24	0	Chargeable
	NVR / NVS	24	0	Chargeable
Dome Camera	IP Cameras	24	0	Chargeable
	NVR / NVS	24	0	Chargeable
Bullet Camera	IP Cameras	24	0	Chargeable
	NVR / NVS	24	0	Chargeable
Vandal Dome Camera	IP Cameras	24	0	Chargeable
	NVR / NVS	24	0	Chargeable
Network Video Recorder (NVR)	IP Cameras	24	0	Chargeable
	NVR / NVS	24	0	Chargeable

All above warranty mentioned as Standard product warranty. Know your product warranty visit our website <https://www.nexivuesecurity.com> or download mobile self-service portal app Nexivue Assist from Play Store (For Andorid Users) and App Store for IOS Users.

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DOA (Defect on Arrival) Criteria/Applicability:

- Any product failure if found and reported to Nexivue Service Center within 7 days from the date of invoice or 180 days from the date of invoice of sale made by AIL (Aditya Infotech Ltd) to its Partners, whichever is earlier with fulfill below terms.
- Only those products shall be considered for replacement under DOA which is found defective at the time of Opening of Box or Installation.
- Serial No. of the product must strictly match with the Serial No. on the invoice and the Box and packaging box should be in Good Condition.
- The unit must be a complete sales package with no missing or used accessories mentioned as per box content.
- Customer must be able to reproduce and demonstrate the fault to the AIL representative. Any intermittent problems that do not manifest themselves at the point of sales would not qualify the product as a DOA.
- The Diagnosed fault must be mechanical or electrical, software and cosmetic reasons are not acceptable for DOA.
- This unit should not bear scratch marks or indications of having been used.

Exclusion: DOA does not cover burnt, tampered & damage of the circuit due to high voltage, damage or defect caused by transportation, liquid seepage, abuse, improper use or negligent care and damage caused by fire, earthquake flood or natural disasters, Cable Cut Etc. AIL's technical engineer/s judgment/assessment on the same will be final & binding on customer/s.

- All accessories including power adapters are excluded from DOA.

Remedy: AIL at its discretion can decide to repair the same unit or replace the product with a new same product or with an alternate product having a similar or equivalent configuration.

Accessories: In case accessories are being used already for some time and cannot be termed as brand new, then AIL reserves the right to repair/replace the product without any accessories as AIL may deem fit. AIL's technical engineer/s judgment/assessment on the same will be final & binding on customer/s.

If accessories are not returned, then AIL will repair/replace only the product without any accessories.

Disputes: In case of any doubt wherein DOA claim and/or a serial number of products is not matching with the warranty records of AIL, customer bill is mandatory for determining DOA and final decision shall be taken as per records maintained by AIL.