

Hisense Warranty

General Information

The customer shall bear all the costs and expenses of the service calls of there is no fault or defect found and if the fault doesn't come from the normal usage of the product, irrespective of any period within the warranty period.

Labour costs and parts are free of charge within the warranty period if there is a manufacturer's defect.

A transport cost will be charged if there is an intervention at customer's place after one year from the date of purchase of the product within the warranty period.

In case a product is not collected within 45 days from the date a person is informed to collect the product, the company reserves the right to dispose of the product as its discretion and without any compensation to the person irrespective of whether the product is under warranty or not.

In all costs of repair, if applicable, will be collected in advance before any repair is undertaken unless prior arrangements have been made with the Management.

An inspection fee will be charged to all customers where product is not on warranty.

We shall not be responsible if certain media on disk do not play on certain audio / video products. The vision recording may not be compatible.

The decision relating to all complaints shall be final by our Management.

Outdoor interventions -within eight days provided that at the time of intervention, there is a person to attend our technician(s). The company will not be responsible if contact details have wrongly been communicated or if after several calls, the customer is not reachable for an appointment. In both cases, there may be a delay in the waiting period.

The warranty is non-transferable and is applicable only to the user whose name appears on the warranty card.

This contractual warranty is governed by the laws of the Republic of Mauritius. The customer and the Company shall seek in good faith to resolve amicably any dispute which may arise relating to this contractual warranty. Failure to settle any dispute or claim arising out of or in connection with the contract of warranty, through negotiations, the dispute or claim shall be determined by the courts of the Republic of Mauritius.

Terms and Conditions

During the limited warranty period, G M Punjabi & Co Ltd will repair without charge the defective unit inclusive of labor and parts and restore the unit to its optimum working conditions.

Transport is applicable after 1st year.

Warranty is not valid/covered:

- If this card is not produced with the product AND we do not receive the detached part of the warranty card within 15 days from date of purchase from the dealer.
- If the product is not used correctly or has wrongly been installed and if the warranty seal on the product, if any, is broken / altered with.
- If there are malfunctions caused by misuse, abuse, improper adjustments, alterations and modifications, improper or inadequate maintenance.
- If damage is caused from accidents, any natural calamity or man-made calamities. (Fire, cyclone, flood, lightning,..)
- If the product is used for commercial / industrial purposes than domestic purposes unless otherwise stated.
- If the serial number on the product has been removed or altered with.
- If the product has been dismantled, repaired or tampered with by an unauthorised person.
- On bulbs, plugs, power cords, bowls, glass ,lids, handles, couplers, batteries, belt, cabinet parts, rubber parts, metal steel, remote control, blades, burners, gaskets, jar, and any other accessories which come together with the product.
- If there is damage caused due to the presence of a foreign body in the product like insect, dust or rusting, oxidation.
- Defects or parts requiring replacement due to ordinary wear and tear, corrosion, stain scratches dents on the casing or paint work on the product.
- If there is a loss of information/content/photos due to virus or use of non-genuine accessories

Contact Details:

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