


The BrandHouse

The BrandHouse Service Centre


 The BrandHouse Service Centre, Riche Terre

 Email address: info@jmgservicecentre.mu

 www.thebrandhouse.mu

 +230 206 9450

Samsung Customer Service: +230 800 04 00

 Fax: +230 248 3188

General Information

The Company offers warranty cover for all the following mix of brands and products against inherent defects in materials, design and workmanship for the period mentioned on this warranty card, as from the date of Invoice and/or delivery date, whichever is latest.

Samsung, Panasonic, Beko, Galanz, Black & Decker, Quest, Elba, JBL, Skyworth, ASUS, MSI

If during the warranty period, the product mentioned overleaf fails, under normal use and service, you should bring the product to the shop where you bought the product or at TheBrandHouse's Service Centre in Riche Terre. For non-portable and heavy products, please call 206 9450 and TheBrandHouse will be pleased to assist.

Warranty applies from the date of purchase by the first customer whose name appears on the Invoice and is not transferable.

Accessories are not covered by warranty. These include without limitation: Batteries (unless expressly stated otherwise), hand free kit, speaker, memory card, data cable, removable data storage, games, software, antenna, flip cover, cover casing, tape, ink, bulb, hose, burners, timer, door gasket for refrigerator /washer, microwave plate, glass door for cooker/ built-in and stand-alone oven/microwave oven, air filter, water filter, filter bag, remote control, lens, microphones, headphones, jugs, knobs, belts, shelves and any other add-ons which were not originally part of the product.

The company reserves the right to retain any part/s, component/s,

product replaced at its discretion in the event of a defect noticed in the equipment during the warranty period.

Repairs during warranty period shall be carried out on a "Carry In" basis. The warranty does not cover cost of transportation of product for place of installation to the Service Centre.

Terms and Conditions

Unless otherwise expressly stated herein, the warranty period to the product shall be **one (1) year** from the date of purchase.

It is the customer's responsibility to ensure proper back up of data/file/memory card before leaving any cell phone and/or IT product for repair.

The Company shall not be liable for the loss of any saved/stored data in memory card /or phone/ and/or in other products that are either repaired or replaced.

Warranty will only be applicable and valid upon presentation of the ORIGINAL INVOICE or the warranty card duly stamped by the dealer at the time the product is brought in for repairs or for any intervention.

The warranty of the product is limited to manufacturing defect only and the Company's obligation is limited to repair of the defect or replacement of the defective part or at its discretion replacement of the product itself.

Warranty repairs must be carried out by the Company's authorized Service Centre only. Warranty cover will be void if a repair has been attempted by any third party. The Company shall not be liable for reimbursements, claims and damages that may result from the unauthorized repair of the product.

Repair or replacement under the terms of this warranty does not provide right to extension or renewal of the warranty period.

Repair or direct replacement of the product under the terms of this warranty may be fulfilled with functionally equivalent service

exchange units.

The Company's aggregate liability in respect of all claims (limited to repair or replacement) under this warranty shall not exceed the original purchase price of the product mentioned overleaf.

Warranty Exclusions

The warranty exclusions shall be subjected, but not limited to, the following exclusions:

Periodic checks, maintenance, repair and replacement of parts due to normal wear and tear;

Demonstration/installation of the product purchased;

Abuse or misuse, including but not solely limited to the failure to use this product for its normal purposes or in accordance with Manufacturer's instructions on usage and maintenance. Defects resulting from usage of the product in conjunction with accessories that are not approved by the manufacturer for use with this product;

Failure of the product arising from incorrect installation or use of consistent with the instructions and technical or safety standards prescribed in the product user manual;

Accidents, Acts of God, lighting, water, fire, public disturbances, improper ventilation, voltage fluctuations, normal wear and tear, accident, misuse or abuse, failure to properly maintain, improper cleaning methods, infestation by insects, reptiles (such as lizards), rodents, vermin, or any cause beyond the control of the Company;

Removal and/or reinstallation of built-in or fitted equipment (including air conditioners);

Cosmetic damages, such as paint work/colour fading, dent, scratch, rust, corrosion, stain, and liquid damage and/or oxidation;

Any shock arising as a result of physical damage caused by the product;

Damage of the battery caused by overcharging or failure to use in accordance with the specific instructions of core outlined in the product user manual;

The batteries are charged by chargers other than those approved by the manufacturer;

Any of the seals of the battery enclosure or cells are broken or show evidence of tampering;

The serial no and/or IMEIL on the product has been altered, deleted, removed or made illegible;

Damage to applications or operating system caused by virus.