

# **LIFECORDER Warranty & Installation Policy**

## **WARRANTY:**

We provide warranty of One Year valid from the receipt/bill date for all LIFECORDER products.

The LIFECORDER one year warranty is a replacement warranty\* given for the products under our one year warranty period.

If there is any problem in using or operating a LIFECORDER product customer should call our helpline 011-49095853-52 for resolving the problem, first over the phone or email or via a support visit by the installer.

If our technical support executive advises that the product is faulty then you can send it to our office address Zillonlife Global Pvt. Ltd. Building No. 90, Mehrauli Gurgaon Road, New Manglapuri, New Delhi – 110030.

After inspection of the faulty product we shall determine if the product falls under our warranty clause and if it is a valid case then a replacement product is shipped back to the customer, free of cost.

\*The product under warrant should fulfil our standard terms of warranty and namely should not be tampered with or attempted to be repaired by customer or any other person, it should not be a burn out product and also should not be a case of force majeure damage.

## **INSTALLTION:**

The installation option given in the website for LIFECORDER is additional support offered to the customer for helping them install the product in a correct fashion.

The installation charges are not included in the product cost advertised in the website.

The details of charges will be provided to the customer after the site visit by the installer/installation team/company based on area of the premises, length of wire required etc.

The installer/installation team/company is not employed by Zillonlife Global Pvt Ltd.

The installer/installation team/company will bill the customer directly for the installation charges.

The installation charges are to be paid directly to the installer/installation team/company by the customer.

The installer/installation team/company might charge a pre site survey service visit fee if you want an estimate for the work to be done. Site survey service fee might be adjusted in the final installation bill if the installation is done by the installer/installation team/company(as per terms and conditions).

Customer should ensure that the amount to be paid for the installation and the per meter rates for wires/cables and installation of the wires/cables are clearly mentioned by the installer/installation team/company before the commencement of the installation.