

# WARRANTY POLICY

Unless otherwise stated in your product manual. The following warranty policy apply for Saregama LP Vinyl sold on [www.saregama.com](http://www.saregama.com)

## Limited Warranty Terms

### Warranty Period

\*The warranty period starts on the date of purchase as stated on your proof-of-purchase and expires at the end of the period indicated in the section “Warranty Period” below.

Model	Warranty Period
LP Vinyl	6-month Replacement Warranty

## WARRANTY EXCLUSIONS

**The limited Warranty does not apply to any:**

- Use in commercial or industrial applications.
- Improper power supply such as low voltage, defective household wiring or inadequate fuses.
- Damage caused by external influences.
- Damage caused by use with non-approved products and accessories.
- Damage caused by operating the Product outside the permitted or intended uses described in the user instructions, such as using in abnormal operating conditions (extreme temperatures).
- Damage due to acts of nature, for example, lightning strikes, tornadoes flood, fire, earthquake, or other external causes.

## Remedies

If a hardware defect is found, Saregama will replace the product at no cost, in case the damage is caused by the customer, Saregama has a right to void the warranty and will be replacing the device under Out of warranty Policy.

The purchaser shall not be charged (whether for parts, labour or otherwise) for the repair or replacement of a defective Product during the Warranty Period.

## HOW TO OBTAIN WARRANTY SERVICE ?

To request a Warranty Service within the warranty period, Contact the support team with the below mentioned details on [feedback@saregama.com](mailto:feedback@saregama.com) Or call 18001027799.

- Your name
- Contact information (contact number & address)
- Serial number
- Original invoice copy, indicating the date of purchase, dealer name and model number of the product

We will determine the problem and will provide the most appropriate solutions for you. Please keep the packaging of your product arrived in or packaging providing equal protection, so that you have the required packaging available in the event of a return.

## CONTACT INFORMATION

For customer support, please email us at [feedback@saregama.com](mailto:feedback@saregama.com).

To connect with our agent call us on – 18001027799.

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## RETURN & REFUND POLICY

### RETURNS POLICY

To be eligible for returns,

Products must have no obvious signs of wear, bumps and stains.

Products must be in good condition with inner and outer packaging and no missing accessories

### RECEIVED A FAULTY ITEM?

We're sorry to hear you have received a faulty item. We will be able to facilitate a free return for you if this is needed regardless of your location. So that we are able to assist you in the best way possible please contact our support team on [feedback@saregama.com](mailto:feedback@saregama.com) with the following info:

- Order number
- Images of the item you have received
- Shipping address
- Contact Number

Thank You