

Terms and Conditions of Repair & Refurbishment

We repair/refurbish LED luminaires of any make and model subject to repairability conditions. The repairs are of professional quality with minimal/no change in performance.

1. Scope of Works: Repair and/or refurbishment of electronics parts only within admissible economical costs. Body/housings of luminaires are not repaired/refurbished. All works will be ex-factory only. *We repair/refurbish all luminaires of any make and model except DoB (Driver on board) circuits.*
2. Diagnostics fees: Initial inspection, fault diagnosis and the quotation of charges for repair works- FREE of cost.
3. Parts/spares required may not be the same as that of the original luminaire.
4. The turnaround time and approximate cost of repairs/refurbishment mentioned in the job card will be tentative and may change due to complexity of the fault, availability of spares or causes arising beyond control of the company.
5. Pricing structure is purely transparent which will include cost of spares, man-hour based labour charges and applicable GST.
6. No prepayment will be required. However on intimation of job completion and invoice generation, the amount due must be paid to facilitate despatch of the repaired product. Any non payment will be considered as an act of 'Abandon' and will result in confiscation of the product and customer will not be eligible for no (R) no reverse payment. Further the company will be at liberty to recover the repair costs by way of disposal/sale/auction of such abandoned products without informing and paying the owner after a period of one (01) month from the date of declaration of such act.
7. Warranty period will be mentioned in the repair invoice and will be valid for specified time limits only. Warranty will cease in case of misuse or third party modifications.
8. Company will not be responsible for any damages/delays caused during transit.
9. Company assumes that the product(s) (whatsoever make and model) being sent for repairs are essentially and rightfully the property of the customer. Company will not be responsible to whosoever concerned for any infringement of intellectual property rights due to repair/refurbishment/modification work at the company's facility.
10. Company reserves the right to change/modify/delete, any/all the clause(s) of this document without prior notice and shall be abiding by all concerned.
11. All disputes will be subject to Kolkata jurisdiction only.