

SensaSwitch – Warranty Policy – Terms & Conditions

SensaSwitch - Water Level Control System, including main control and water sensors are warranted against any kind of manufacturing defects for ONE YEAR (unless specified otherwise) starting from date of invoice. Any defective unit shall be repaired/replaced by SENSASWITCH ELECTRONIC SYSTEMS (SENSASWITCH) at its option, free of charge, subject to following terms and conditions;

1) Any Claim for Free of Charge replacement / repair service must be made in written specifically mentioning purchase Invoice Number/ Order Id. Claim for warranty repairs/ replacement shall not be valid without invoice number/ order id. Buyers are advised to keep invoice safe for future reference.

2) SENSASWITCH warranty is limited to SensaSwitch make components only, which include main control unit and sensors only. Any other materials used at site during installation of SensaSwitch control system are excluded and not under this warranty.

3) SENSASWITCH warranty is limited to reported and verified during testing at SensaSwitch owned or authorized facilities and by SensaSwitch trained technicians only. Any defects which are not verified during testing are not covered in this warranty.

4) SENSASWITCH warranty is limited to genuine manufacturing defects only, excluding defects/ damage due to any of following

4.1 Mishandling/Negligence on part of customers including physical/functional defects

4.2 Site specific causes such as low volts/ electrical earthing/ lightening strikes

4.2 Removal/replacement of control parts / circuit components with unapproved makes and specifications.

4.3 Usage of SensaSwitch product for purposes / specifications other than specified

4.4 Non- conformance to installation and commissioning instructions as specified

SensaSwitch, reserves the right to determine whether the defect / damage is genuine manufacturing defect or not. If the defect observed is found to be not a manufacturing defect SensaSwitch will check for controls reparability and charge for repairs after seeking buyers approval and advance payment of charges.

5) SENSASWITCH warranty is limited to manufactured goods only. SensaSwitch shall charge from customer

5.1 Any services required by buyer at buyer's site

5.2 Any repairs / replacements required for other than genuine manufacturing defects

The charges applicable shall be payable by customer in advance.

6) SENSASWITCH warranty is limited to repair or replacement of SensaSwitch control system/ components at SensaSwitch owned or authorised facilities only. Customer shall bring defective control/ part to SENSASWITCH SYSTEMS identified service facilities by his own means and cost.

7) SENSASWITCH warranty excludes consequential damage of any kind. SensaSwitch liability in all circumstances is limited to invoiced price of item. SensaSwitch Electronic Systems reserves the right to deduct any overhead/taxes/ service charges incurred.

8) SENSASWITCH warranty is null and void if

8.1 Any payments are due from buyer

8.2 Warranty seal is tempered / damaged

9) Any disputes are subject to jurisdiction of courts of Patiala only.

10) Buyer can notify us within fifteen days from date of invoice, if he has any concerns with any of above warranty policy terms and conditions. SensaSwitch shall surely consider buyer's concern and communicate its position to buyer. After fifteen days from date of invoice, buyer is deemed to have read, understood and agreed to SensaSwitch warranty terms and conditions as explained above. Buyer can contact us by email: mail@sensaswitch.co.in or by whatsapp at 9814055314.

How To Claim Warranty Repair / Replacement Services

1) Please Share defect observed with your purchase invoice number on our contacts given below. SensaSwitch shall confirm defect, warranty and service status (repair/replacement) to you.

2) After status confirmation, please safely pack the defective device and send it back to our address by courier offering package tracking (code).

3) Share image of courier receipt with us by whatsapp or email. SensaSwitch shall send replacement (if confirmed under service status) to your billed address after confirming package possession with courier.

Our Address & Contacts

Address: SensaSwitch (e) Systems, 71A, SHEKHPURA, PATIALA PB 147002

Contacts: email: mail@sensaswitch.co.in, call /whatsapp: 9814055314