BATH ASSETS & SINKS

prayag

TOUCHING LIFE, EVERYDAY

Warranty Policy

PRAYAG warrants that the following products manufactured by PRAYAG, used for residential and commercial use, will be free from defects in materials and workmanship for the following period/s from the date of purchase. This warranty is effective for all PRAYAG products sold .

Product Category	**Warranty for Residential Use**	**Warranty For Commercial Use**
CP Fittings (Faucet/Diverters/Concealed Bodies/Flush Valves) /Sink	Life Time (10Years)	5 Years
PTMT Products – (Ultra , Delta, Quadra, Lagoona,Ovion, Novo , Flora, Dimond, Ibix, Vitro, Black Pearl, All Accessories, Line filters)	3 Years	1 Year
PTMT Products – Rest of all Series Including Ball cock	5 Years	1 Year
Commercial Products (Sensor Faucets/Toilet Sensors/Urinal Sensors/Thermostat)	1 Year	6 Months
Hardware	2 Years	1 Year
Concealed Cistern	10 Years	2 Years
Concealed cistern Plate	2 Years	1 Year
Concealed cistern Internal Fitting	1 year	1 Year
Accessories, Showers, Flexible Hose Pipe, Hfs, Connection Tubes.	1 Year	NIL
Stainless Steel Sink	20 Years	10 Years
Cistern & Seat Cover	2 Years	1Year
CPVC/UPVC	10 Years	6 Years
Consumable Parts like Battery/Foam Flow Jali / Mirror	NIL	NIL
Vitreous China / Quartz Sink	7 Years	1 Years
Internal Fitting /Seat Covers of vitreous china	1 Year	6 Months

This warranty policy confirms that PRAYAG will rectify free of charge any such fault that may arise due to defect in material appearing within warranty period subject to below terms and conditions. Prayag will Charge the spare parts cost in normal wear and tear of the product.

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Terms and Conditions:

1) Prayag or its Authorized Service Franchisee solely can service/repair the Product.
2) **The Company Will Not Replace any Broken Product (PTMT, Cistern & Sanitary Ware).**
3) Prayag and its Authorized Service Centers will Carry out repairs or replacements under this warranty within a reasonable period of time, as determined by Prayag or its Authorized Service Technician performing the repair or replacement.
4) **This warranty is only effective if proof of purchase (original sales Bill).**
5) **Breakage Of Cartridge /Internal Fitting on Account of Improper Handling or Use of Excess Force are not covered under warranty.**
6) This warranty does not include payment of or responsibility for any excise duty, central taxes, state taxes or other local taxes assessed to the parts supplied or repaired during the warranty period.
7) Warranty period will start from date of invoice and shall automatically terminate upon the expiry of the warranty period even if the Product has not been installed after purchase or has not been in the use for any part or whole of the warranty period for any reason whatsoever.

8) In the event of any repairs/replacement of any parts of the Product, this warranty shall thereafter continue and remain in force only for the unexpired period of the warranty. Any time consumed for the repair/ replacement of parts including transit of the Product or its parts or any period during which the Product has not been used whether under warranty or otherwise shall not be excluded from the warranty period and no extension of the warranty period will be granted.
9) The Warranty Does not cover any Accessories external of the product. After Completion of one year, In Case Other Than Manufacturing Defects are found in Prayag Products, Standard Labour and parts charges will be collected from Customers as per prevailing rate of the company.

10) This warranty remains applicable only if the Product has at all times been used strictly in accordance with the terms of this warranty and has not been improperly or negligently handled. This warranty is not valid or effective if the Products are not installed according to the instruction manual.
11) Improper handling of the Products automatically terminates and nullifies this warranty. This warranty does not cover problems arising from insufficient water pressure, excessive water impurities/hardness beyond the norms of drinking water or improper care and cleaning. Guidelines for proper care and cleaning** are mentioned below. Improper care and cleaning will void the warranty. **Prayag is not responsible for labor charges, installation or other incidental or consequential Charges.**
12) In the event of non-availability of components or parts due to any reason whatsoever, neither Prayag nor its Authorized Service Centre nor the Dealer will be responsible or liable for any delay that may be caused to service/repair of the Product. In the event that the same model or color is not available for replacement, Prayag India or its Authorized Service Centre will replace the defective Product with an equivalent model or color.
13) All Complaints Related to damage of Chrome Finish will be 1st subject to proper lab testing at company to find the reason of Damage chrome finish before applying the warranty.
14) Prayag may, at its own discretion, retain any part or component replaced during the warranty period.
15) There are No warranty of Rusting on 204 Grade Stainless steel Sink.

16) For Products sold in India, only this Warranty document is applicable. Any reference to any other warranty document will not be considered.

How to make a Warranty Claim:

To submit and/or avail a warranty claim, please contact PRAYAG Customer Service at **customercare@prayagindia.com.** Telephonic enquiries shall be directed to PRAYAG India toll free/ Help Line **9650023456/1 800110304** between 10:00 Hrs. and 17:30 hrs. All days of the week, however excluding public and national holidays.

Please provide all applicable information regarding your claim that also shall include:

- Complete Detail of Customer (e g Name, Address, Contact no. etc.)
- Faulty Product Name /Model Number;
- Proof-of-purchase (copy of your original invoice), the date when the product was purchased from a PRAYAG channel partner or directly;
- Complete description of the problem with supporting documentation/s as applicable.

****Care and Cleaning Tips:**

Do's:

- Clean the fitting with just a little soap and a damp cloth. Then simply rinse off and wipe dry. You can prevent lime scale by drying the fitting after each use. If lime scale deposits form, remove them with Prayag Cleaner ("Wipe N Shine"), our environmentally friendly cleaner.

Don'ts:

- Do not use any abrasive sponges or scouring agents for cleaning.
- We also advise against the use of solvents or acidic cleaners, lime scale removers, household vinegar and cleaning agents containing acetic acid. They will attack the surface and leave your fitting looking dull and scratched. Because the formulae of commercially available cleaners are changed frequently.