



IEQ Australia Pty Limited
5/26-34 Dunning Avenue
Rosebery NSW 2018
Tel: 1300 493 934
ABN: 46 160 554 996

IEQ AUSTRALIA PTY LTD LIMITED WARRANTY FOR VIKRAM PRODUCTS

IEQ Australia will warrant all Vikram Solar Limited products imported (Reff Doc VSL/ENG/WD/03), by IEQ Australia Pty Ltd for the period stated on the individual product specification documents. This warranty is provided in addition to other rights and remedies held by a consumer at law. Our goods come with guarantees that cannot be excluded under Australian Consumer Law.

IEQ Australia Pty Ltd will repair or replace, at its option, any defective product(s) without any charge to the original purchaser. Where a Customer believes the product to be defective it must be returned to the Customer's place of purchase at the Customer's cost.

IEQ Australia Pty Ltd bears no liability for any costs incurred by the Customer as a result of the failure of the product.

IEQ Australia Pty Ltd reserves the right to inspect any product(s) alleged by a Customer to be defective, as well as the installation site. IEQ Australia Pty Ltd further reserves the right to conduct its investigation as to the cause or circumstances regarding the failure of the product(s) to perform as warranted.

This Limited Warranty shall apply only where the product alleged to be defective was properly installed at the customer's site. Further, this Limited Warranty shall be void and unenforceable if, in the course of its investigation, IEQ Australia Pty Ltd finds that the installation or product was tampered with in any way by any third parties subsequent to installation. This Limited Warranty shall not apply to intentional criminal acts of third parties, or to any Acts of God.



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Customer's written claim to the authorised sales representative or Manufacture/ Dealer/Distributor shall include the following information:

The date of purchase, list of all products purchased, model(s) purchased and name of sales representative or Dealer/Distributor;

1. The basis of Customer's allegations(s) that a defect exists, and the number of products affected;
2. Any documentation supporting the Customer's allegation

Customer shall reasonably comply with all reasonable requests by IEQ Australia Pty Ltd or its authorised sales representatives or Dealer/Distributor for further statements, documentation, or evidence regarding customer's claim pursuant to this Limited Warranty.

"Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure."

THIS LIMITED WARRANTY WILL BECOME NULL AND VOID IF THE CUSTOMER ALTERS, REMOVES, OR OTHERWISE CAUSES TO BE AFFECTED THE WIRING AND/OR INSTALLATION OF PRODUCTS ONCE INSTALLED BY A LICENSED ELECTRICIAN.

CUSTOMERS SHALL FURTHER TAKE REASONABLE STEPS TO PREVENT ANY UNAUTHORISED ACCESS TO INSTALLED PRODUCTS BY ANY THIRD PARTIES.

Contact Information:

IEQ Australia Pty Limited.
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Tel: 1300 493 934
ABN: 46 160 554 996
Email: info@ieqaustralia.com.au
www.ieqaustralia.com.au

Manufacturer Address:

VIKRAM SOLAR LIMITED
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Phone: +91 33 2442 7299
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