

**WARRANTY**

This product offered by Godrej Locks Division (Company) carries a warranty of 1 (one) year from the proven date of purchase. It is warranted to be free from defects in material or workmanship for a period of one year from the proven date of purchase. During this period of warranty, if the product is proved to be defective in material or workmanship, the product will be repaired or replaced or substituted by a similar product at the discretion of the Company.

*Please turn over to see detailed terms and conditions of Warranty.*

**The proud owner of this Godrej product can register this warranty with the Company by calling 24 hour Godrej Toll free Helpline nos. 1800 209 5511 (from all mobiles & landlines) or 1800 22 5511 (only from MTNL/BSNL Landlines) or by sending sms 'GODREJ CARE' to 53636.**

**Please fill the details in the Warranty Card and keep safely.**

Name: _____	Date of Purchase: _____
Address: _____ _____ _____	Cash Memo No. or Invoice No.: _____
Tel: _____	Product: _____
Mob: _____	Product Code & Model: _____
E-mail: _____	Name & Address of Shop: _____ _____
Ticket No: _____ (if warranty registered through Helpline)	_____

**Godrej & Boyce Mfg Co. Ltd.**

Locks Division, Plant 18A, Pirojshanagar, Vikhroli, Mumbai 400079, India.

**Consumer Care Cell:** 022-67964890 **Fax:** 022-67961511/1510

**E-mail:** locksmkt@godrej.com **Website:** www.godrejlocks.com

**Services provided by Godrej Locks Division**

**Installation • Repair • Emergency Opening • Key Duplication • Upgradation  
• Master Key & Common Key arrangement • Annual Maintenance Contract**

### Terms and Conditions of Warranty

1. This Warranty is applicable for a period of one year from the proven date of purchase. The customer should retain the warranty card (after filling the details required therein including the product code/model) along with the cash memo or invoice.
2. There should be no amendments /corrections on the warranty card or the cash memo/invoice.
3. In case repair or replacement of the product is carried out, the period of warranty would continue from the original date of purchase. The original warranty card should be returned with the defective products in case of replacement. The warranty card with the new product should be filled and kept safely by mentioning the original date of purchase.
4. Replaced parts/products would be the property of the company.
5. To get service under this warranty, the product should be delivered to the nearest Godrej Distributor or Dealer or Authorised Service Dealer (ASD). Call Godrej Toll free Helpline 1800 2095511 or 1800 225511 to locate the nearest Godrej Distributor or Dealer or ASD.
6. In case a technician is required to visit the place of installation, Call Godrej Toll free Helpline 1800 2095511 or 1800 225511 to locate the nearest Godrej Distributor or Dealer or ASD & register your request for service.
7. Visit charges as per the prevailing prices list, would be applicable if the location is within the municipal limits of the city/town of the Godrej Distributor or Dealer or Authorised Services Dealer. For locations outside the municipal limits of the city/town of the Godrej Distributor or Dealer or Authorised Service Dealer, traveling and other incidental expenses are payable by the customer.
8. Surface finish and/or shade of the product is not covered under this warranty.
9. In case of a product that requires installation, damage to the product or non-operation of product due to effects of weather on door and frame or sag on account of loosened hinges are not covered under this warranty.
10. Warranty on the product would not be applicable under the conditions including but not limited to:
  - a) Misuse/mishandling/negligence/improper installation/improper application/improper repair/ tampering
  - b) Failure to follow instructions of use.
  - c) Installation with unapproved accessories.
  - d) Modification to the product or removal/alteration of parts and components.
  - e) Entry or seepage of liquids/oils/chemicals.
  - f) Non-functioning of lock due to use of key other than company make or entry of foreign material in the key hole.
  - g) Breakage of plastic parts.
  - h) Damage due to accidents /fire/robbery/natural calamities.
  - i) Damage due to harsh environmental conditions.
  - j) Damage or incompatibility due to inappropriate operational environment, including external electro-magnetic fields, direct sunlight, high humidity and vibration (in case of electro-mechanical and electronic locks).
  - k) Damage due to third party peripherals (in case of electro-mechanical and electronic locks).
  - l) Damage due to battery leakage (in case of electro-mechanical and electronic locks).
  - m) Failures or defects in consumables such as LEDs/batteries (in case of electro-mechanical and electronic locks).
11. In case a product, which does not require installation, is found to be dead on arrival i.e non-operational (except for reasons as mentioned in Points 8 & 10 above), within a period of one week, the same would be replaced after verification at the sales outlet.
12. In case a product, which requires installation, is found to be non-operational (except for reasons as mentioned in Points 8, 9 & 10 above) within one week after installation, the same would be replaced after verification by the nearest Godrej Distributor or Dealer or Authorised Service Dealer (ASD). Call Godrej Toll free Helpline 1800 2095511 or 1800 225511 to locate the nearest Godrej Distributor or Dealer or ASD and registration of your request for service.
13. The company reserves the right to modify the design of the products without prior notice in pursuance of its policy of continuous technical improvement.
14. Decision of Godrej Locks Division on the admissibility of the claim under warranty would be final and binding.
15. Maximum liability under the warranty would be limited to the cost of the product. This warranty expressly excludes any claim for incidental or consequential loss or damage.
16. Any representations, warranties or promises inconsistent with or in addition to the warranties contained herewith are unauthorised and shall not be binding on Godrej.
17. This warranty is valid in India only.
18. This warranty is issued at Mumbai and Courts at Mumbai shall have exclusive jurisdiction over matters covered or flowing from this warranty.
19. This Company reserves its rights to amend the above terms and conditions without notice.
20. Contact details given in the warranty card are subject to change.

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### Sales Office Network

**North :** New Delhi - 011- 66507322/25/27/7070  
Chandigarh - 0172- 5307806/7732/7731/7777  
Lucknow - 0522- 6754951/953/888  
Jaipur - 0141- 6701421/422/400/404

**South :** Chennai - 044- 66544411-15/4444  
Hyderabad - 040- 66431150-52/1000  
Bangalore - 080 66472352/54/2000  
Kochi - 0484 6612751/752/53/600

**East :** Kolkatta - 033- 66013753/55/66013500  
Guwahati - 036-2730533/40, Extn 650  
Bhubaneshwar -0674-2374643/44/48/2453214  
Patna - 0612-6455769-71  
Ranchi - 0651-2513116/117/114

**West :** Mumbai - 022-67961273/75/80/1700  
Pune-020 - 66255102/5105/5000  
Ahmedabad -079 66060666/744  
Bhopal - 0755- 2761130-32  
Raipur - 0771-6606802/606