



HARMAN INTERNATIONAL (INDIA) PVT. LTD. (“Harman”)

HARMAN PROFESSIONAL PRODUCTS –SERVICE POLICY, INDIA

Warranty Terms:

1. This Harman warranty policy is valid only in India for “Harman Professional Products” purchased through authorised Harman Dealers in India, which products are duly presented for warranty service within the Warranty Period and are not otherwise excluded from warranty coverage pursuant to this policy (“Covered Product”). This warranty is non-transferable and is extended only to the original end-use purchaser (“Original Purchaser”) or the person receiving the Covered Product as a gift from the Original Purchaser, and shall not be extended to any other person or transferee.
2. This warranty shall be valid for the corresponding Warranty Period set forth below. The Warranty Period commences from the date of original purchase of the Covered Product by the Original Purchaser as set forth in the original bill of sale of the Covered Product (“Date of Purchase”). Any person presenting a warranty claim must present a copy of the bill of sale from an authorised Harman Dealer, which bill of sale must state the serial number of the product presented for warranty service; such person must also be prepared to present the original of such bill of sale if requested by Harman.

Product or Part Type	Warranty Period
Speaker transducers, head phones and all consumables	One Year
Microphone Transducer	Two years
Amplifiers, Power supply section of powered speakers electronics of Microphone, Martin lighting, AMX and all other Harman Professional Products	Three Years
AMX software & firmware	90 days

3. Harman warrants that the Covered Product is free from manufacturing defects or defects in materials and workmanship. Subject to the terms and conditions of this warranty, Harman will, at its option, repair or replace (using new or refurbished replacement parts) any defective parts of a Covered Product free of charge and within a reasonable period of time; provided, however, that Harman shall have no liability for any delay in the processing, repair or delivery of any products presented for warranty service.

4. For any warranty claims involving a Covered Product model that has become obsolete, discontinued or otherwise unavailable, Harman reserves the right to replace that Covered Product with an equivalent product model with the same or greater manufacturer's suggested retail price point.
5. Any parts or products replaced by Harman shall automatically become Harman's property.

Warranty services:

1. Only authorised Harman service centers may perform warranty work or otherwise handle warranty claims. The list of authorised Harman service center is available in the annexure enclosed.
2. Harman will arrange for the free pick up of Covered Products within either: (a) two (2) business days for Metros, or (b) four (4) business days for other locations within India, from the date of Harman's receipt of the corresponding valid warranty claim. Notwithstanding anything to the contrary, neither Harman nor any of its authorised service centers shall have any liability whatsoever for any cost of uninstalling or reinstalling (including any the cost of any calibration or setup) any product, which cost shall be borne exclusively by the warranty claimant.
3. The expenses for repairing or replacing parts or products in accordance with the terms of this warranty, as well as reasonable shipping costs (via the shipping method[s] elected by Harman) will be borne by the applicable authorised Harman service center. We recommend customers to securely pack the product in a box, preferably the original one that came with the product, using bubble wrap, foam or packing peanuts. Customer should return the faulty item complete with accessories. Neither the authorised service center nor Harman is responsible for any damage or loss that may occur during shipping or transportation, regardless of whether or not Harman or any authorised service center arranges or pays for such shipping or transportation. If customer is arranging for shipping, he/she must elect a reputable shipping company and shipping method that allows tracking of shipments.
4. For warranty service on any Covered Product, you must log your complaints at Harman by calling 1-800-208-8880 or registering in our mobile app H-APPI (available in android & IOS platform) prior to shipping or sending the Covered Product for repair service. We may direct you to an authorised service center, or ask you to send your Covered Product for repair. Do not ship your product without specific return authorization from Harman. To make sure that your



Warranty claim will be processed properly, please provide the following information (Harman may require other information as it may reasonably require):

- a. Your name and address
- b. Telephone, fax or e-mail
- c. Return authorization number
- d. Model Name and serial number
- e. Name of your authorised Harman Dealer
- f. Carefully considered description of the problem
- g. Your configuration (other connected devices, etc)

Please provide a copy of the bill of sale from the authorised Harman Dealer, otherwise your warrant claim will not be considered. You will be billed for any repair work performed on any claim not covered by this warranty.

Dead on arrival (DOA):

In case a Covered Product completely ceases to operate within (3) three days of the Date of Purchase, the warranty claimant must report such detail to Harman within thirty (30) days after the date such Covered Product completely ceases to operate for replacement of such Covered Product with an equivalent product with the same or greater retail price point.

Warranty Exclusions:

For the avoidance of doubt, and without prejudice to the definition of “Covered Products”, none of the following are covered by this warranty:

- a. Any warranty claim not supported by an original bill of sale from an authorised Harman Dealer, or where such bill of sale does not clearly state the complete serial number of the product purchased.
- b. Damage caused by any mishandling, misuse, abuse, accident, act of god, calamity, negligence, wrongful storage non observance of conditions of usage prescribed by Harman or otherwise stated in the applicable owner’s manual or user guide, or any other event not attributable to a defect in material or workmanship applied to the product.

- c. Cosmetic damage, as determined by Harman.
- d. Damage or loss to or of the product while being shipped or transported to or from Harman or any authorised service center, regardless of which party commissioned or ordered the shipment.
- e. Claims based upon any misrepresentation by the seller.
- f. External accessories or consumables defined in the operating instructions manual supplied with this Harman product.
- g. Damage caused to the product due to improper installation, electrical disturbances, connecting the product to equipment not approved by Harman, conditions that do not conform to the operating conditions recommended by Harman, deficiency in the product performance due to signal reception, and/or interference /noise caused by improper grounding.
- h. Warranty is invalid if the factory-applied serial number has been altered or removed from the product.
- i. Any adaption, modification, customization or adjustments are made to the product.
- j. Products that have been, or have attempted to have been, repaired by anyone other than Harman or an authorised Harman service center.

Owner's responsibilities:

- a. Please read the Owner's Manual completely. The information provided in this manual covers installation, operation, safety precautions and routine maintenance wherever applicable.
- b. Customer has to maintain the original bill of sale to avail of warranty services, otherwise the product will be repaired as out of warranty and for the account of the warranty claimant or customer.
- c. It is your responsibility to backup presets and any other software or data specific to your application or product. It is likely that the product shall be reset to factory defaults in the course of service or repair, and Harman, without prejudice to

any other limitation of liability under this policy, will not be responsible for any damage to or loss of any programs, data, software or other information stored on any media or any part of the product serviced hereunder, or damage or loss arising from the product not being available for use before or during or after the period of service provided, or any indirect or consequential damages resulting therefrom.

Out of Warranty Services:

The following apply to out of warranty or non-Covered Products:

- a. For any repair or service work outside the Warranty Period or involving any non-Covered Product, such repair requests should be forwarded to an authorised Harman service center directly. All costs of repair, service or replacement, and all transportation charges and insurance will be borne by the customer.
- b. After the complete diagnosis, an indicative estimate shall be forwarded to the customer for approval. Product shall be repaired after approval of estimate by the customer.
- c. Product shall be dispatched to customer after receipt of complete payment in advance. Return shipping charges shall also be borne by the customer.
- d. Spare Parts Price: The current price of spare parts used in a repairable item shall be charged to customer, plus any applicable taxes.
- e. Service Charges: Service centers shall impose service charges for each & every item repaired. Service tax & other charges shall be levied as per applicable regulation. Service charges may include the cost of diagnosis, even if no actual repair is performed.
- f. Any product beyond repairable condition (as determined by the applicable Harman authorised service center) shall be returned back to the customer on or about fifteen (15) days after such authorised service center's receipt of product, which period is subject to the availability of necessary spare parts. Harman will put its best effort to resolve the complaint by procuring the required spare parts on top priority. We will keep the customer updated on the progress of the repair work. Harman's determination of the customer's service complaints and the closure thereof shall be final and binding upon customer.

Limitations of Liability:

NOTWITHSTANDING ANYTHING TO THE CONTRARY, HARMAN EXPRESSLY DISCLAIMS ALL WARRANTIES OTHER THAN STATED HEREINABOVE, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, TO THE FULLEST EXTENT PERMITTED BY LAW. HARMAN'S LIABILITY IS LIMITED TO THE REPAIR OR REPLACEMENT, AT HARMAN'S OPTION, OF ANY DEFECTIVE PRODUCT IN ACCORDANCE WITH THIS WARRANTY, AND HARMAN'S LIABILITY (AND THAT OF ANY OF ITS SUPPLIERS, DISTRIBUTORS, DEALERS OR SERVICE CENTERS) SHALL NOT INCLUDE INCIDENTAL, SPECIAL, EXEMPLARY OR CONSEQUENTIAL DAMAGES OF ANY KIND, AND IN ANY EVENT, HARMAN'S LIABILITY (AND THAT OF ANY OF ITS DISTRIBUTORS, DEALERS OR SERVICE CENTERS) SHALL NOT EXCEED THE PURCHASE PRICE OF THE PRODUCT INVOLVED. HARMAN SHALL NOT BE LIABLE FOR ANY DELAY IN THE SERVICE OR REPAIR OF ANY PRODUCT.

Warranty on repairs:

In terms of the quality of our service, we do not distinguish between repairs within the warranty period and repairs after the warranty period has expired; our quality standards are the same. We provide 90 days warranty on replacement parts installed by Harman authorised service centers, commencing from the date of dispatch of such repaired product from the Harman authorised service center. Any products replaced by Harman under warranty shall enjoy only the remaining Warranty Period for the original replaced product.

Settlement of disputes and Arbitration:

Any dispute or controversy arising out of or concerned with this policy or any claim for warranty, repair or maintenance services shall be referred for adjudication to a sole arbitrator to be appointed by Harman. The said sole arbitrator may be an employee or ex-employee of Harman International (India) Pvt. Ltd. You hereby approve of and grant your consent to this. The sole arbitrator shall follow the procedure as provided for in the (Indian) Arbitration & Conciliation Act 1996 as amended from time to time and the award by the sole arbitrator shall be final & binding upon the parties. The seat of sole arbitrator shall be at Bengaluru and all proceedings shall be conducted in English. Each party shall bear their respective expenses of arbitration.

Governing Law and Jurisdiction:

This warranty shall be governed by and construed in accordance with the laws of India without reference to conflict of law principles.

Subject to the Arbitration Clause above, the Courts of competent jurisdiction of the state of Karnataka only shall have exclusive jurisdiction over the subject matter.

If any provision(s) of this warranty is held by a court of competent jurisdiction to be contrary to applicable law, then such provision(s) shall be construed, as nearly as possible, to reflect the intentions of the parties with the other provisions remaining in full force and effect.

Annexure

Customer Care :

Toll free number operating between 10am to 7pm Monday to Saturday



Mobile App: H-APPI is available in Android and IOS platform for on-line complaint registration

List of Authorized Harman Service Center in India:

WEST ZONE

Mumbai:

Tass Services (India) Pvt. Ltd
16, Olympus Industrial Estate, Layout Road,
Off. Mahakali Caves Road, Andheri (E),
Mumbai-400093
Email:ahscmumbai@gmail.com
Tel:+91 22 26872027

Mumbai:

Werone
806, Ground Floor,
18 - A, Fisherman Colony,
Raheja Hospital Marg,
Mahim, Mumbai-400016
Tel: +91 9819272027
Email: info@werone.in

Pune (Covers Pune, Nasik):

Vijay Electronics
Plot # 489, Sector # 27,
Pradhikaran, Nigdi,
Pune – 411044
Tel: +91 7276080316
Email: electronicsvijay@yahoo.co.in

Nagpur:

Innovation Technologies
248, Karotia Bhavan,
Behind Times of India Building,
Canal Road, Dharampeth,
Nagpur - 440010
Tel: 9823178912
Email: manishbthakre@gmail.com

Indore (Covers MP):

Sahil Techno Services,
G-2, Sagar Apartment 17/1,
Old Palasiya, B/H Industries House,
Near Aaren Yamaha, Indore, MP-452001
Tel: 07965554040
Email: jigishkalyani@gmail.com

Ahmedabad (Covers Gujarat):

Sahil Techno Services,
4, Meghvarsha Apartment, Near Chapaner Bus stop,
Near Vadaj post office, Ashram road,
Ushmanpura, Ahmedabad-380013
Tel: +91 7965554040
Email: jigishkalyani@gmail.com

Goa:

Ace Tech,
A5 B2 Milroc Ribandar Retreat,
Ribandar, Goa- 403006
Tel: 0832-2444385
Email: ahscacotech@gmail.com

SOUTH ZONE**Bangalore:**

Sinon Service

#102/2, Hennur Village Rd, HBR Layout 4th Block,
HBR Layout, Bengaluru -560043
Email: sinonservice@gmail.com
Tel: 080-43007823



Mangalore:

Prasad Enterprises
002, Devaki Apartment,
Opposite Sridevi College, Ballalbag- Mangalore-575003
Tel: 9342780112
Email: prasadharman2019@gmail.com

Chennai:

ZION Service
No. 16, 1st Cross Street,
East Kamakodinagar, Valasarvakkum,
Opp. Karur Vysya Bank,
Chennai- 600087.
Email: zionservicechennai@gmail.com Tel:
+91 44 42875451

Coimbatore:

Gee Dee Electronics
New No 165 Bharathiyar Road,
Pappanaickenpalayam,
Near Women's Polytechnic,
Coimbatore, Tamil Nadu-641037
Tel: 9894127271
Mail ID: geedeeharman@gmail.com

Cochin:

Audio Assist
66/2349, Ground Floor,
Shalom Building, Veekshanam Road,
Kacheripady, Ernakulam,
Kerala- 682012
Tel: 0484-4011494
Email: harmanproservicekl@gmail.com

Calicut:

Expert Zone
4/436, Fourth Gate Building,
P.T Usha Road, Kozhikode, Kerala – 673032
Tel: +91 8589977095
Email: harmanproservice.clt@gmail.com

Telangana:



Bhagya Services,
9-1-168/3, 1st FLOOR,
Lane beside Hotel Bassera, Sarojini Devi
Road, Secunderabad, Telangana-
500003.
Email: bhagya.harman@gmail.com
Tel: 040 27800618

Trivandrum:

Ananthapuri Electronics,
TC28/243(1), Thanima Building,
Kaithamukku, Pettah PO,
Thiruvananthapuram,
Kerala- 695024.
Email: ananthapurielelectronics@gmail.com
Tel: 047 14000445 / +91 9447074674

NORTH ZONE

New Delhi (Covers NCR, Uttarakhand & Haryana):

Comcon Technologies Ltd
S-54, Okhla Industrial Area, PHASE-II, Near
Nathu Sweets,
New Delhi – 110020
Email: harman_scd@comcon.co.in / rohan@comcon.co.in
Tel: +91 11 40823357

Lucknow (covers Uttar Pradesh):

Infocare services
1st floor, Vaibhav Complex,
Maruti Puram,
Faizabad Road, Lucknow- 226016
Mob: 9005111113
E mail: Infocareserviceslko@gmail.com

Jaipur (Covers entire state of Rajasthan):

Sunshine Solution
29, Indra Colony, Banipark, Jaipur-302016
Email: harman.sunshine@gmail.com
Tel: +91- 9116131500

Chandigarh (Covers entire state of Punjab, HP, J&K):

Sehar Enterprises
Shop no. 233, Village Mattur, Sec.70,
Mohali, Punjab, 160071
Tel:0172-4345533
E Mail: sehar.harman@gmail.com

EAST ZONE

Kolkata:

Echo Media
P1, Taratola Road,
Webel Electronics Complex,
Nearby ICICI Bank,
Kolkata -700088
Email: echhomedia@gmail.com
Tel: 91 9674351085

Bhubaneswar:

Tekno Service
Plot-1240/5100, Lane-5,
Mallick Complex,
Jagamara, Khandagiri,
Bhubaneswar, Odisha-751030
Tel: 8093142880
Email: teknoservice19@gmail.com

Guwahati:

Sound Tech,
108, Lachit Nagar Main Road,
Opposite of Bye Lane # 6
Ground Floor,
Beside Sevok Travel n Tour,
Guwahati- 781007
Tel: 9330761161
Email: sound1tech@gmail.com

Aditya Todi

Aditya Todi
Senior Director - Sales and Marketing
Harman Professional Solutions, India & SAARC