

Registered Office Address

5096-98/27 First Floor Sethi Market, Sirkiwalan, New Delhi - 110006, INDIA.
+91 85050 10101 accounts@ipsaindia.com www.ipsaindia.com
CIN : U74899DL2001PTC109069

POLICY CIRCULAR

Subject : Service, Installation & Warranty Policy for IPSA Products

Circular No.: IPSA/HO/SERVICE/2025/01

Date: Aug 20, 2025

1. Preamble

This circular is issued by IPSA Business India Pvt Ltd ("Company") and is applicable to all IPSA products across India. It supersedes all previous communications, circulars, or policies related to installation, replacement, service, or warranty. Strict compliance is mandatory for all dealers, service staff, and customers.

2. Scope & Applicability

- 2.1. Applicable to all IPSA products sold within India.
- 2.2. Free installation services apply only to designated products and designated areas, as notified by IPSA.

3. Definitions

- 3.1. Local Area – Within 30 km radius of a company-designated deployed technician.
- 3.2. Outstation Area – Beyond 30 km.
- 3.3. Product Charges – As per the latest IPSA Price List.
- 3.4. Visit Charges / Installation Charges / Repair Charges – As defined in Annexure A.
- 3.5. Customer End Installation – Installation by customer/appointed carpenter.
IPSA Group End Installation – Installation by IPSA technician.

4. Service Policy

- 4.1. The following services are covered under this policy:
 - 4.1.1. Replacements (Warranty / Non-Warranty).
 - 4.1.2. Repairs (Warranty / Non-Warranty).
 - 4.1.3. New Sales Free Installation Policy.
 - 4.1.4. Detailed charges are given in Annexure A – Service & Charges Chart.

5. Charges & Payment Terms

- 5.1. Product charges: As per latest IPSA Price List.
- 5.2. Visit, installation, and repair charges: As per Annexure A.
- 5.3. All charges must be paid in advance before commencement of work.
- 5.4. Payments shall be accepted only through online transfer in favour of IPSA Business India Pvt Ltd.
- 5.5. No cash payments will be accepted.

6. Warranty Terms & Considerations

- 6.1. GST-compliant purchase invoice mandatory for warranty claim.
- 6.2. Claims without invoice shall be treated as non-warranty.
- 6.3. Warranty covers manufacturing defects only, subject to IPSA's sole discretion.
- 6.4. External, environmental, or accidental damages are not covered unless expressly stated.
- 6.5. Warranty is void in case of misuse, unauthorized repair, or normal wear-and-tear.

Corporate Office

57/1/17-18, Site 4, Indl. Area Sahibabad,
Ghaziabad - 201010, (U.P.) INDIA.
GSTIN : 09AAACI8084P1ZT

Cabinet Hinges

18/44, Site 4 Industrial Area,
Sahibabad, Ghaziabad,
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7. Spare Parts & Repairs

- 7.1. Only original IPSA parts will be used.
- 7.2. Consumables and wear-and-tear parts are excluded from warranty.
- 7.3. Repairing charges or spare part charges shall apply in addition to visit charges.

8. Customer Responsibilities

- 8.1. Ensure access to site and provide safe working environment.
- 8.2. Provide necessary facilities such as power supply, ladders, etc.
- 8.3. Cooperate with IPSA in scheduling; technician deployment is subject to availability.

9. Limitations & Exclusions

- 9.1. IPSA shall not be liable for any services rendered by unauthorized third parties.
- 9.2. IPSA shall not be responsible for indirect or consequential losses, delays, or force majeure events.

10. Legal Framework

- 10.1. Strict compliance is mandatory by dealers, distributors, and service personnel.
- 10.2. All disputes are subject to the exclusive jurisdiction of Delhi Courts.
- 10.3. This circular remains in force until superseded by a new circular.

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Annexure A – Service & Charges Chart

Case No.	Service Type	Warranty Status	Installation By	Visit Required	Product Charges	Local Charges	Outstation Charges
1	Replacement	Under Warranty	Customer End	No	Not Applicable	Not Applicable	Not Applicable
2	Replacement	Not Under Warranty	Customer End	No	As per Pricelist	Not Applicable	Not Applicable
3	Replacement	Under Warranty	IPSA Group End	Yes	Not Applicable	Not Applicable	INR 2000 Per Visit
4	Replacement	Not Under Warranty	IPSA Group End	Yes	As per Pricelist	INR 500 Per Unit Per Visit	INR 2000 Per Unit Per Visit
7	Repair	Under Warranty	IPSA Group End	Yes	Not Applicable	Not Applicable	INR 2000 Per Visit
8	Repair	Not Under Warranty	IPSA Group End	Yes	As per Pricelist	INR 1000 Per Unit Per Visit	INR 2000 Per Unit Per Visit
9	New Sales Free Installation	Designated Products	Carpenter Local Deployment	Yes (with purchase proof)	Not Applicable	Free for 1 visit/day; INR 500 from 2nd visit onwards	INR 2000 Per Visit

For IPSA Business Pvt. Ltd.
Head Office – Sahibabad, Ghaziabad (U.P.)



Authorized Signatory
Mr. Ankit Aggarwal (Director)

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