

POLICY CIRCULAR

Subject : Service, Installation & Warranty Policy for IPSA Products

Circular No.: IPSA/HO/SERVICE/2020/01

Effective Date: Aug 20, 2020

Applies PAN-India to all IPSA products.

1. PREAMBLE

- 1.1. This Master Customer Policy (“Policy”) governs service, installation, warranty, repairs, replacements, charges, exclusions, and all after-sales support for all IPSA products sold across India.
- 1.2. This Policy supersedes all previous written, printed, or verbal communications issued before this date.
- 1.3. Compliance with this Policy is mandatory for all customers, dealers, channel partners, carpenters, and service technicians.
- 1.4. This Policy is legally binding upon purchase of any IPSA product.

2. SCOPE & APPLICABILITY

- 2.1. This Policy applies to every IPSA product category, including hinges, slides, locks, smart locks, hardware, accessories, and spare parts.
- 2.2. Free installation applies **only** to designated products, **only** in designated PIN-code areas, and **only** as notified by IPSA.
- 2.3. IPSA may revise designated free-installation SKUs or regions at any time.
- 2.4. IPSA Business India Pvt. Ltd. does not directly or indirectly undertake, authorize, permit, support, recognize, or validate any sales, installation, distribution, dealership, warranty, service, replacement, commercial transaction, or business activity for any IPSA products within the territories of:
 - 2.4.1. West Bengal
 - 2.4.2. Sikkim
 - 2.4.3. Territories of Kashmir and Ladakh
 - 2.4.4. Nepal
 - 2.4.5. Bhutan
- 2.5. Any sale, movement, resale, installation, service request, warranty claim, dealer activity, commercial transaction, or product circulation occurring within the above-mentioned territories shall be deemed unauthorized.
- 2.6. IPSA Business India Pvt. Ltd. shall not be liable for any warranty, replacement, installation, repair, service support, product claim, dealer commitment, third-party commitment, financial loss, business loss, delay, or dispute arising from products sold, circulated, installed, or transacted within the above-mentioned territories through unauthorized channels or persons.
- 2.7. Any dealer, distributor, reseller, online seller, institution, contractor, or third party found directly or indirectly supplying IPSA products into the above-mentioned territories without written authorization from IPSA Business India Pvt. Ltd. may face immediate suspension of supply, termination of business relationship, cancellation of warranty support, and legal action at the sole discretion of IPSA.

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- 2.7.1. Unauthorized sale includes direct sale, indirect sale, online marketplace sale, ecommerce fulfillment, redistribution, stock transfer, courier shipment, or third-party commercial circulation into restricted territories through any physical or digital channel.
 - 2.8. IPSA Business India Pvt. Ltd. shall not provide warranty, replacement, installation, repair, technical support, service assistance, dealer support, or commercial assistance for products sold, circulated, or installed within the above-mentioned restricted territories unless expressly authorized in writing by IPSA Business India Pvt. Ltd.
- 3. DEFINITIONS (SELF-CONTAINED)**
- 3.1. Local Area: Within 30 km radius of an IPSA-deployed technician.
 - 3.2. Outstation Area: Beyond 30 km radius.
 - 3.3. Product Charges: Charges as per the latest IPSA pricelist.
 - 3.4. Visit Charges: Charges applicable per service case as listed in Annexure A.
 - 3.5. Installation Charges: Charges applicable when IPSA performs installation as per Annexure A.
 - 3.6. Repair Charges: Charges applicable for repairs as per Annexure A.
 - 3.7. Customer-End Installation: Installation performed by customer-appointed carpenter.
 - 3.8. IPSA Group-End Installation: Installation performed by an IPSA technician.
 - 3.9. Spare Parts: Consumables, screws, buffers, caps, decorative parts, etc.
- 4. SERVICE POLICY**
- 4.1. IPSA provides the following service types:
 - 4.1.1. Replacement under warranty
 - 4.1.2. Replacement outside warranty
 - 4.1.3. Repair under warranty
 - 4.1.4. Repair outside warranty
 - 4.1.5. New sales free installation (where applicable)
 - 4.2. Service visits, repairs, installation, and replacement visits shall be charged strictly as per Annexure A.
 - 4.3. Technician deployment is always subject to manpower availability and schedule feasibility.
 - 4.4. IPSA may decline service where site conditions are unsafe or unsuitable.
- 5. CHARGES & PAYMENT TERMS**
- 5.1. All service-related charges (visit, repair, installation, replacement) must be paid **IN ADVANCE ONLY**.
 - 5.2. Payments are accepted **ONLY via online modes**; no cash is permitted under any circumstances.
 - 5.3. Charges applicable at the time of service will follow Annexure A.
 - 5.4. Outstation service requests shall attract applicable outstation visit charges irrespective of warranty status, replacement approval, or repair category.
- 6. WARRANTY POLICY**
- 6.1. Warranty is valid **only** with a GST-compliant invoice.
 - 6.2. Claims without invoice will be treated as **non-warranty**.
 - 6.3. Warranty covers **manufacturing defects only**, strictly as determined by IPSA.
 - 6.4. Warranty does **not** cover accidental, environmental, or external damage unless expressly stated.
 - 6.5. Warranty becomes void if:
 - 6.5.1. Product is misused
 - 6.5.2. Damaged by improper installation
 - 6.5.3. Repaired or tampered with by unauthorized persons
 - 6.5.4. Subjected to wear-and-tear or chemical exposure

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- 6.5.5. Surface finish, color/plating deterioration occurs (see Clause 7)
 - 6.6. Warranty does not restart after replacement.
 - 6.7. **Standard Warranty Duration**
 - 6.7.1. Cabinet Hinges – 7 Years Accidental Replacement
 - 6.7.2. Drawer Slides – 7 Years Accidental Replacement
 - 6.7.3. Designated IPSA Hardware Products – Up to 7 Years Manufacturer Warranty unless otherwise specified.
 - 6.7.4. Electronic Products – 2 Years Manufacturer Warranty
 - 6.8. **SKU-Specific Warranty Exception Clause**
 - 6.8.1. If any product packaging, IPSAMART page, IPSA India page, catalog, label, or warranty card specifies a different duration (3-year, 5-year, lifetime etc.), that SKU-specific warranty period shall override the standard term **only for that product**.
 - 6.8.2. All exclusions and service rules continue to apply.
 - 6.8.3. Except as expressly stated in this Policy, IPSA disclaims all express or implied warranties including merchantability, suitability, fitness for particular purpose, or uninterrupted performance expectations.
 - 6.9. IPSA reserves the right to inspect, test, retain, dismantle, or technically evaluate products before approving warranty, replacement, or service claims.
 - 6.10. IPSA reserves the right to reject claims and permanently deny future warranty/service support in cases involving fraudulent, manipulated, repetitive, abusive, or misleading claims.
 - 6.11. Warranty is applicable only to the original purchaser unless otherwise approved in writing by IPSA.
- 7. COLOR, FINISH & PLATING – EXCLUSION FROM WARRANTY**
- 7.1. Color, finish, shine, texture, coating, plating, and appearance issues are **never covered under warranty**. The following scenarios are excluded under all conditions:
 - 7.2. Environmental or Atmospheric Causes
 - 7.2.1. Fading due to sunlight, UV, weather or humidity
 - 7.2.2. Discoloration due to moisture, steam, or damp walls
 - 7.2.3. Plating deterioration due to coastal climate or salt exposure
 - 7.2.4. Oxidation, pitting, corrosion from air, oxygen, or humidity
 - 7.3. Chemical or Cleaning Damage
 - 7.3.1. Damage due to acids, phenyl, detergents, disinfectants, cleaners
 - 7.3.2. Peeling, flaking, or dullness due to abrasive cleaning or chemicals
 - 7.3.3. Blackening due to kitchen/bathroom fumes
 - 7.4. Usage, Handling & Installation Damage
 - 7.4.1. Scratches from rings, tools, keys, nails, screwdrivers
 - 7.4.2. Rubbing off of finish due to regular handling or friction
 - 7.4.3. Damage during installation by customer carpenters
 - 7.4.4. Fingerprint marks, sweat salt, palm acidity
 - 7.5. Manufacturing Batch Variations
 - 7.5.1. Minor shade differences between batches
 - 7.5.2. Color mismatch between older and newer purchases
 - 7.5.3. Variation in gloss/matte texture
 - 7.5.4. Tone differences across product components
 - 7.5.5. Exact shade matching across batches, lighting conditions, photography, digital screens, or future purchases is not guaranteed.
 - 7.6. Moisture, Site, or Construction Issues
 - 7.6.1. Rust due to leakage, seepage, poor ventilation
 - 7.6.2. Stains from cement, polish, paint, or adhesive

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- 7.6.3. Damage from abrasive cleaning tools such as Scotch-Brite
- 7.6.4. Finish deterioration due to improper storage at site
- 7.7. Smart Locks & Electronic Products
 - 7.7.1. Fading of keypad icons
 - 7.7.2. Scratches on fingerprint sensors
 - 7.7.3. Discoloration from sweat, moisture, or cleaning agents
 - 7.7.4. Battery backup, battery life, and smart connectivity performance vary depending on usage conditions, environment, battery quality, network, and user handling, and are not guaranteed.
- 7.8. **Conclusion:** No color, plating, shine, appearance, texture, or finish issue qualifies as a manufacturing defect.
- 7.9. No oral assurance, marketing material, sample display, catalogue image, digital rendering, or dealer representation shall constitute any implied warranty regarding exact shade, finish durability, plating retention, or appearance consistency.
- 8. SPARE PARTS & REPAIRS**
 - 8.1. Only original IPSA spare parts will be used.
 - 8.2. Consumables and wear-and-tear parts are excluded from warranty.
 - 8.3. Repair charges and visit charges apply as per Annexure A.
- 9. CUSTOMER RESPONSIBILITIES**
 - 9.1. Provide access to site and ensure a safe working environment.
 - 9.2. Provide power supply, ladder, tools, or support materials as required.
 - 9.3. Cooperate with IPSA for scheduling; deployment is subject to availability.
 - 9.4. Customer-End installation is solely customer's responsibility.
 - 9.5. IPSA is not responsible for damage caused by carpenters, interior work, or site conditions.
 - 9.6. IPSA reserves the right to deny warranty/service claims where reasonable inspection access, product images, videos, or technical information are not provided.
 - 9.7. IPSA recommends installation and usage strictly in accordance with IPSA guidelines, technical instructions, and intended application environments.
 - 9.8. Customers are responsible for ensuring proper storage, handling, ventilation, and environmental conditions before and after installation.
- 10. LIMITATIONS & EXCLUSIONS**
 - 10.1. IPSA is not liable for unauthorized third-party service.
 - 10.2. IPSA is not liable for indirect, incidental, consequential, or delay-based losses including:
 - 10.2.1. Carpenter charges
 - 10.2.2. Labour charges
 - 10.2.3. Interior rework
 - 10.2.4. Downtime
 - 10.2.5. Business loss
 - 10.2.6. Travel or transport loss
 - 10.3. IPSA is not liable for damages caused by:
 - 10.3.1. Moisture, chemicals, corrosion
 - 10.3.2. Overloading or misuse
 - 10.3.3. Electrical surges (smart locks)
 - 10.3.4. Civil, interior, or construction activities
 - 10.4. Product selection, suitability, compatibility, and application assessment remain solely the customer's responsibility unless IPSA provides written technical approval.
 - 10.5. IPSA does not guarantee uninterrupted, noiseless, maintenance-free, or perception-based performance expectations unless expressly committed in writing.

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- 10.6. Transit damage claims must be reported immediately upon delivery. IPSA shall not be liable for claims raised after installation or usage.
 - 10.7. IPSA shall not be liable for digital, software, connectivity, network, mobile application, OTP, server, cloud, Bluetooth, Wi-Fi, biometric recognition, synchronization, notification, or data-related interruptions or failures arising from third-party platforms, internet conditions, operating systems, or user handling.
 - 10.8. IPSA reserves the right to modify product design, dimensions, finish, specifications, packaging, branding, or technical configuration without prior notice for product improvement or manufacturing requirements.
 - 10.9. IPSA shall not be liable for any product modified, altered, repainted, re-plated, re-finished, cut, welded, drilled, or structurally changed after supply.
- 11. FORCE MAJEURE**
- 11.1. IPSA is not liable for delays or non-performance due to events beyond control including:
 - 11.1.1. Riots
 - 11.1.2. Strikes
 - 11.1.3. Labour shortage
 - 11.1.4. Floods
 - 11.1.5. Weather conditions
 - 11.1.6. Natural disasters
 - 11.1.7. Government restrictions
 - 11.1.8. Transport disruptions
- 12. LEGAL FRAMEWORK**
- 12.1. All parties must comply with this Policy.
 - 12.2. **All disputes fall under the exclusive jurisdiction of Courts at Delhi only.**
 - 12.3. This Policy remains valid until replaced by a new version issued by IPSA.
 - 12.4. No cause of action, claim, or proceeding arising from unauthorized sale or circulation of IPSA products within restricted territories shall create any obligation upon IPSA Business India Pvt. Ltd.
 - 12.5. Dealers, distributors, resellers, carpenters, installers, or third parties are not authorized to modify this Policy or provide commitments contrary to this Policy unless approved in writing by IPSA Business India Pvt. Ltd.
 - 12.6. No oral statement, dealer assurance, salesperson representation, installer commitment, social media content, or third-party communication shall override this Policy unless approved in writing by IPSA Business India Pvt. Ltd.

13. ANNEXURE A – SERVICE & CHARGES CHART

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
5	Repair	Under Warranty	IPSA Group End	Yes	Not Applicable	Not Applicable	INR 2000 per visit
6	Repair	Not Under Warranty	IPSA Group End	Yes	As per Pricelist	INR 1000 per unit per visit	INR 2000 per unit per visit
7	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

14. ACCEPTANCE OF POLICY

14.1. Purchase, installation request, warranty claim, or usage of any IPSA product constitutes full acceptance of this Policy.

For IPSA Business India Pvt Ltd


DIRECTOR

Authorised Signatory
Ankit Aggarwal
Director



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