

ALONSA warrants ALONSA brand Home appliances and Audio/Video products ("Products" or "Product") against manufacturing defects in materials or workmanship on the following terms and conditions.

Country: UAE

Terms & Conditions:

1. Service Centres authorized by ALONSA will repair the defective Products, excluding the Remote Control Units, Cabinets, Front Panels, User Controls, Controls Doors, Knob, Lamps, Fuses, parts exposed to wear & tear and all accessories.
2. This warranty card, duly filled in by the dealer and supported by proof of purchase must be presented at the service centres authorized by ALONSA along with defective products.
3. Warranty does not cover labor and logistics charges and are chargeable as per actuals.
4. Policy for using the outsource service (Nominated third party service centre)

Dear customer, your warranty is only valid if you are in contact of the Alonsa authorized service centre. It is mandatory for the cost of the outsource service centre to be debited and settled by Alonsa service head office only if a pre-approval form is duly signed and send back to the outsource service centre in your contact as per the nominated list.

Please note without a pre-approval confirmation in writing to the third party service centre, Alonsa's liability for charges shall be void and limited if the matter is not pre-approved by Alonsa's service head office.

Therefore we request you to kindly ensure, to contact the nominated authorized third party service center and get a written approval from Alonsa's head service center located in Al Quoz, UAE for the warranty to be Void.

5. Warranty on compressors for Refrigerators and Air Conditioners are as mentioned on gift box. "5 years warranty on compressor"

Dear customer please note in order for you to be eligible for this extended warranty on compressor where marketed on the product packaging, it is mandatory for you to

1. Keep the original receipt of the purchase
2. Ensure the complain report of the same is verified and audited directly by alonsa service center head office in Al Quoz, Dubai, UAE or by a written audit report only from its nominated service center across the UAE and approved by Alonsa Service Center head office.
3. Export warranty does not cover a 5 year warranty on such components out of UAE, and is limited and restricted as per the terms and conditions of the distributor operating in that market.

Period of warranty

1. One year from the date of purchase or until the date of expiry stamped on this warranty card whichever is earlier.

This warranty is not applicable if:

1. Damage is caused in transit or by accidents, natural calamities, misuse and failure to follow operating instructions, fluctuations in electrical supply or by-other external factors.
2. Products are tempered with or repaired by technicians/service facilities other than those authorized by ALONSA.
3. The serial number in the products has been tempered with or removed or does not match with the warranty card.
4. This warranty card has been tampered with or not produced with the product. Warranty becomes invalid if the card is not filled in correctly at the time of purchase
5. The product has been used for commercial purposes or on commercial premises such as exhibitions, trade fairs, video libraries, theatres, shops, supermarkets, restaurants etc. ALONSA is not liable for any direct or indirect or incidental or consequential damage arising from the use or inability to use products, even if advised of the possibility of such loss or damage. In no case shall the liability of ALONSA exceed the amount paid by you for the product

This limited warranty gives you specific legal rights.

In the event of any dispute as terms and conditions as set out in the warranty the same shall be referred to the sole decision of ALONSA, whose decision will be final and binding all concerned under this warranty.

For Alonsa Electric ME Trading LLC

