



VOICE LOGGERS PHONE RECORDERS



PRODUCT WARRANTY



EXTENDED WARRANTY CLAUSE

**FOR PC BASED
A-CUBE PHONE RECORDERS / VOICE LOGGERS**

The Warranty + Extended Warranty (as applicable) - covers both, Voice Logging Hardware, as also Software Support.

The Extended Warranty (if purchased) will become Valid / Operational after Expiry of 1 Year Product Warranty, and will Continue to cover, Voice Logging Hardware, as also Software Support.

Customers are invited and Welcome to Purchase Extended Warranty along with Product Purchase

Our Help Desk Phone Nos. are
011 2981 3192 / 011 2981 6299

Help Desk Support Timings are
09:45 to 17:30 hours

Monday through Saturday.

We observe Sundays & Public Holidays as Off Days

Every Product carries an A - CUBE Hologram with the Product Serial No. mentioned on it.
The Serial No. of the Voice Logger is required To be informed when availing service

SCOPE AND LIMITATIONS OF PRODUCT WARRANTY



EXTENDED WARRANTY CLAUSE

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Hardware under Warranty / Extended Warranty covers only the Phone Recording Unit – against any manufacturing defects. The Connecting Cables, Software CD and User Manual are not covered under Warranty / Extended Warranty

Free Software Download (if required again) is provided to all our Customers

Product User Manual is contained in the Software CD and can also be downloaded from our website

Telephonic Help Desk Support / Remote Login Support is available during the currency of the Product Warranty / Extended Warranty Contract

Target Machine is required to be on internet for providing Remote Login Support. Alternatively, only Telephone Help Desk support can be provided.

Please Click here to download Ammy Admin V3.5 to get online remote support
We desire that our Products provide Optimum Performance and Utmost Customer Satisfaction

Customers are invited and welcome to avail our Help Desk Support during the currency of the Warranty / Extended Warranty Contract, without any hesitation

We do not provide On-Site / Physical Visit support.

Extended Warranty is provided for a maximum period of 3 years, after expiry of the 1 year standard Product Warranty. Hence, Warranty + Extended Warranty cannot exceed a total of 4 years.

SSC (Software Support Contract) is offered for products older than 4 Years. This can also be taken in Slabs of 1 / 2 / 3 Years at a time

A Genuine A - CUBE PHONE RECORDER carries an A - CUBE Hologram with the Product Serial No. mentioned on it. The A-CUBE Hologram should not be damaged / tampered with; otherwise both - Warranty and Extended Warranty will become null and void

We reserve the right to repair products covered under Warranty / Extended Warranty. (We normally carry all required spare parts, IC's etc in ready stock) If the Product is not repairable, we will provide a 'working' product as replacement. Customer will not have the right to insist on a new product as replacement. The Sellers' decision; to Repair or Replace the Product will be final and binding

When sending defective products; please ensure that the Product + and including All Connecting Cables, are packed in secure and shock proof packing. Normal lead / Return Time after Repair / Replacement is 4-5 working days after receipt by us. The return Courier charges for the repaired / replaced product will be borne by us

The Warranty / Extended Warranty is valid only if the Product is used (a) Solely for the purpose for which it has been designed. (b) The conditions for usage of the product are normal and proper, and (c) the product will not be subjected to improper use and conditions

It is also the responsibility of the Customer to provide clean and proper controlled power supply to the product. Product Warranty / Extended Warranty do not cover Burnout / Brownout or Physical damage to the Product due to over voltage / short circuiting / improper earthing / power leakage from any source to the device. This includes power from the Main Power Line / Computer / Epabx System / Telephone Wiring / LAN Cabling etc

Physical Damage to the Product due to misuse, mishaps, accidental damage or due to natural calamities, example: fire, floods, earthquakes etc. are not covered under Warranty / Extended Warranty

Any Attempted / Actual Tampering with the Product will also render the Warranty & Extended Warranty Null and Void. Such, Warranty / Extended Warranty Claims will be refused, if the Warranty Seal and /or The Product Hologram are found Damaged and / or Tampered with.

Our responsibility is restricted only to the proper working and maintenance of the product under Warranty / Extended Warranty We are / will not be held responsible for any loss of data / commercial advantage due to the product having malfunctioned / turned defective,

There will be no pro-rata refund of Extended Warranty Charges paid, if the use of the product is discontinued by Customer for any reason.

We reserve the right to refuse Product Sale / Extended Warranty or cancel Extended Warranty midway, without assigning any reason thereof. In such case, an email notification will be sent to the Customer. Refund payment related to the unused period of the Extended Warranty will be sent to the customer by courier within 48 hours of such cancellation.

Customers purchasing our Products and entering into Extended Warranty Contract are deemed to have read, understood and accepted the above.

Our Bank And Account Details Are As Below

VIJAYA BANK (Branch Code 6005)
C-31, Moolchand Commercial
Complex, Defence Colony
New Delhi - 110024

Our Bank &
Account Details

Account Name : EDP AIDS PVT LTD
Account No. : 6005 060 41 000 003
Branch MICR Code : 110 029 007
RTGS / NEFT / IFSC : VIJB 000 6005

EDP

EDP AIDS PVT LTD

www.edp.in

B-72, Lajpat Nagar-2
New Delhi - 110 024

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