

Definition: Guarantee by manufacturer for hardware repair or replacement against manufacturing defect within a specified period of time

On Site: indicates full-fledged support and service for the Digicom PC Product for fixed period of time by Digicom Customer Support team at designated user place (read: physical site) of installation of the said product

On Spare: indicates full-fledged service by way of replacement/repair of any faulty component/part of the Digicom PC Product for the fixed period of time at Digicom Service center to ensure proper working of the product

Limited: Free service for replacement of any faulty component/part of the Digicom PC Product with total support at the user place (read: physical site) of installation for the period of One Calendar Year starting from the date of installation of the Product. In the residual years, continued commitment to replace any component/part of the PC Product where by the user delivers the product (physically carries it) at our service center.

Comprehensive: for replacement of any fault component/part of the Digicom PC Product with total support to ensure proper working of the product at the user place (read: physical site) of installation for the fixed period of time starting from the date of installation product

Products covered: Finesse range of Digicom desktops

Warranty Terms

1. The warranty of the System(s) will begin from the Date of Installation.
2. Digicom will ask its engineer who installs the product to brief the user about the salient features and correct methods of operations and maintenance of the PC Product. The user will in turn have to allocate time and interest in this procedure to enable sound performance.
3. Digicom will replace any defective component/part of the PC Product manufactures that does not function as warranted so as to ensure continuous and satisfactory working during the warranty period. For peripherals and all related products not manufactured by Digicom (Read as Third party product but sold by us as part of the product or separate, Digicom will provide support and replacement or repair services for the product as per the standard warranty structures and the period specified by the manufacturer. In brief, the peripherals accompanying the system(s) viz., Printer, Scanner, UPS, e.t.a. will carry only One Year On-site Warranty. Consumables like spike busters, modem protectors, adapters, printer ribbons, printer heads, toner cartridges, image drums, ink cartridges, plotter pens, magnetic media, tapes floppies are not covered under warranty.
4. Replacements provided for products that are still within the warranty period carry only the residual warranty.
5. Outstation locations - Digicom at its own discretion, may designate an affiliated company or vendor with a third party to complete repairs on the Equipment. However, Digicom is the only party obligated to provide service under warranty terms
6. We provide software support for legal software purchased from us.
7. After the completion of the Warranty, an Annual Service Contract (for limited warranty structure)/ Annual Maintenance Contract (after complete warranty expires) whichever applicable may be signed with us which will cover the system under on-site service warranty for the next calendar year
8. Intimation for such a contract will be sent one week prior to the expiry of the First year.
9. In case the contract is not signed and if you wish to avail the service at your place, standard service charges prevailing at the time will be charged towards the travel and time expenses of our engineer.
10. Digicom reserves the right to ask customer to furnish purchase invoice to determine warranty.

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11. Digicom reserves the absolute right to determine whether the damage is within or beyond economic repair. Any decision made by Digicom is final and the purchaser shall have no further rights to contest the decision or make claims against Digicom

12. Claim which is fraudulent in any respect, any false declaration made or used in support thereof or if any fraudulent means or devices are used by the customer or anyone acting on the customer's behalf to obtain any benefits under the warranty coverage or if any loss or damage be occasioned by the customer's gross negligence, willful act or with connivance, all benefits under this service shall be forfeited with immediate effect

Limitations: Digicom is not responsible for any operational defects or data loss caused due to Virus attacks or improper methods of usage. In the best scenario, on proper authorization from the user, Digicom support engineer will provide on chargeable basis necessary support to try and rectify the defects, to his/her best as far as possible. Even in such case of Support, Digicom is not under any obligation for the loss of data, software or hardware components.

1. Digicom is not responsible for a defect if caused due to improper use, customer negligence or failure to follow instructions/precautions provided by Digicom

2. Digicom is not liable for loss or damage arising out of economic, indirect or incidental damages on all PC Products during the said warranty period.

3. Digicom is not responsible for any malfunction or errors rising out of Digicom PC due to OTHER (read non-Digicom) devices and component connected to it until so mentioned and validated by the Digicom Customer Support engineer beforehand.

4. Digicom Warranty structure does not cover System/data recovery.

Warranty is considered void

1. if any part/s in the product is found to be altered, tampered, modified, repaired or handled in any way from other third party vendors, or any person or persons not authorised by Digicom

2. if the product has been relocated without prior intimation.

3. if the product is subjected to misuse of the Serial no/Qno or warranty sticker has been altered, defaced or removed from the product.

4. if the product is damaged by accidents caused by rodents, pests or due to sudden electrical power surge, force, fire, earthquake, lightning, other natural disasters and other such events over which Digicom has no control.

Service Window

SERVICE HOTLINE - +91 9845441666

Service Window - 9x6 (9:30 AM - 6:30 PM)

Limitations: Calls logged after 5:00 PM will be attended NBD Monday to Friday

Limitations: Second Saturday & General holidays applicable

Products covered: Third Party OEM Products

What's covered: Any third party OEM product purchased from Digicom

Terms & Conditions:

1. Warranty to OEM products are governed by and is subject to claims as per terms and conditions of OEM

2. Third party OEM products warranty support liaison will be extended by Digicom only if product is purchased from Digicom. Else service charges to be paid by customer

3. By signing the warranty terms, customer agrees to abide by all warranty policies defined by OEM

4. Digicom does not play any role or influence decision of OEM warranty policies

5. Digicom only liaisons between customer and OEM for ticket registration

6. Customer must fully cooperate with Digicom personnel & OEM Customer care for ticket registration and perform all basic self-troubleshooting steps as required by OEM

Need any clarifications, please write a mail to onest@dgcomweb.com