



SERVICE WARRANTY POLICY

After Sales Warranty / Service Policy.

AFTER SALES WARRANTY / SERVICE POLICY.

Wiseline products are designed and manufactured in accordance with stringent quality standards to ensure reliable performance and long service life. Customers are advised to handle the products with care and to strictly follow all installation, operating, and maintenance instructions provided in the user manual.

During the applicable warranty period, Wiseline will provide repair services or make the necessary adjustments free of charge upon presentation of a valid purchase invoice or sales receipt clearly indicating the date of purchase. If the required proof of purchase is unavailable, incomplete, altered, tampered with, or illegible, Wiseline reserves the right to refuse free warranty service.

This warranty covers defects resulting from manufacturing faults, defective materials, or workmanship under normal use and service conditions. If such a defect arises within the applicable warranty period, Wiseline shall, at its sole discretion, repair the product or replace it with an equivalent product at no charge for parts or labor, subject to the terms, conditions, limitations, and exclusions set forth in this Warranty Policy.



COVERAGE AND RESPONSIBILITY UNDER WARRANTY



Wiseline warrants that its products are free from defects in materials and workmanship under normal use during the applicable Warranty Period. Wiseline's sole obligation under this warranty is, at its discretion, to repair or replace any product or component found to be defective due to manufacturing defects, at no charge.



Warranty service is available only for products or components returned within the applicable Warranty Period and accompanied by valid proof of purchase. All returned items will be inspected to determine eligibility for warranty coverage. Wiseline reserves the right to decide the location where warranty repairs or replacements will be carried out.



Customers are responsible for delivering or shipping the product to the nearest authorized service centre at their own expense. All transportation costs and the risk of loss or damage during transit shall be borne solely by the customer.



TENURE

The standard product warranty shall remain valid for the period specified in the **Annexure**, commencing from the date of the original purchase invoice or sales receipt. Any repaired or replaced product, component, or accessory shall be covered only for the unexpired portion of the original warranty period and shall not be entitled to a new warranty term.



APPLICABILITY

Wiseline shall not be liable for any indirect, incidental, special, or consequential damages arising from the use or failure of the product. The Company's total liability under this warranty shall not exceed the original purchase price of the product.

Warranty coverage is valid only if the product has been installed, operated, and maintained in accordance with the recommended guidelines and protected from adverse environmental conditions, including dust, moisture, excessive heat, and power fluctuations. The warranty shall be void if the product has been misused, mishandled, improperly installed, or inadequately maintained.

Products submitted for warranty service must have their original serial number labels and identification stickers intact. Any product with a missing, altered, defaced, damaged or removed serial number/ identification label will not qualify for warranty support.



WARRANTY EXCLUSIONS

The warranty shall not be applicable under the following circumstances;

1. Physical damage, burnt components or burnt PCB/Circuit boards.
2. Unauthorized modifications, repairs or tampering with the product.
3. Damage resulting from electrical surges, excessive voltage or improper power supply.
4. Defects or damage caused during transportation or handling.
5. Water ingress, moisture damage, or liquid exposure.
6. Damage resulting from misuse, negligence improper installation, or inadequate maintenance.
7. Any condition determined by the company's technical team to be outside the scope of manufacturing defects.



The assessment and findings of the authorized technical service team regarding the cause of failure shall be considered final and binding



Accessories supplied with the product, including power adapters, cables, batteries, and similar items are not covered under the warranty unless specifically stated otherwise.



CLAIMS AND DISPUTES

In the event of any discrepancy relating to a warranty claim, product identification, or serial number verification, the original purchase invoice or sales receipt must be produced for validation. Warranty eligibility shall be determined based on the Company's service records, and the Company's decision shall be final and binding.


ANNEXURE
WARRANTY POLICY

PRODUCT TYPE	ITEM	WARRANTY COVERAGE		APPLICABLE FOR TABLE REPLACEMENT* POLICY
		PRODUCT (IN MONTHS)	ACCESSORIES (IN MONTHS)	
Network products	IP Cameras	24	0	NA
	NVR	24	0	NA
Analog Systems	Cameras	24	0	NA
	DVR	24	0	NA
PTZ Cameras	IP	24	0	NA
	Analog	24	0	NA
DIY Cameras	Camera	24	6M (Battery)	NA
Thermal Camera	Camera	24	0	NA
Video Door Phone	VDP	24	0	NA
SMPS Power Supply	SMPS	24	0	Applicable
P2P Devices	P2P	12	0	NA
PoE Switches	PoE	24	0	Applicable**
Desktop Switches	Switch	24	0	Applicable
Access Control	Access Control	12	0	Applicable
Locks	Accessories	12	0	Applicable

*Table replacement does not cover Burnt/ water damaged products.

*Table replacement products will be given out of service stocks, and these may not include fresh product(s).

**Applicable only for selected models mentioned below

- 4+2 10/100 PoE Switch
- 8+2 10/100 PoE Switch
- 8FE (PoE) + 2GE (UP-LINK) PoE Switch
- 8GE (PoE) + 2GE (UP-LINK) PoE Switch

DOA (DEAD ON ARRIVAL) POLICY*



DOA ELIGIBILITY

A product may qualify for **DOA (Dead on Arrival)** replacement if the defect is reported to an authorized Wiseline Service Centre within 05 days from the Distributor's invoice date, provided the Distributor's invoice is issued within 60 days from company's invoice date and all of the following conditions are satisfied:

- * The defect is present at the time of installation or first use.
- * The product serial number matches the purchase invoice and original packaging.
- * The original packaging is intact and in good condition.
- * The product is returned complete with all standard accessories.
- * The reported defect must be demonstrated and verified to Wiseline's authorized service representative.
- * Only verified hardware manufacturing defects (mechanical or electrical) are eligible.
- * Faults that occur intermittently or cannot be verified during inspection will not qualify under the DOA Policy.
- * Software-related issues, cosmetic defects, scratches, dents or appearance-related concerns are not covered under DOA.
- * The product should not show any signs of prior use, wear, or physical damage.



DOA EXCLUSIONS

The DOA shall not apply under the following circumstances:

- Burnt components or damaged circuit boards.
- Products that have been opened, altered, modified or tampered with.
- Damage caused by excessive voltage, electrical surges, or improper power supply.
- Transportation-related damage occurring after delivery.
- Liquid ingress, water damage, or moisture exposure.
- Misuse, negligence, improper handling, or incorrect installation.
- Damage resulting from fire, flood, earthquake, lighting, storms, or other natural disasters.
- Cut, damaged, or altered cables and connectors.
- Any issue determined by the company's technical team to be outside the scope of manufacturing defects.



The technical assessment and findings of the authorized service engineers shall be considered final and binding.



Note:

Accessories such as power adapters, cables, batteries, and similar items are not covered under the DOA Policy unless specifically mentioned otherwise.

*Subject to J&K Jurisdiction only



RESOLUTION*

Upon approval of a DOA claim, the company may, at its sole discretion:

- ✓ Repair the defective product; or
- ✓ Replace it with the same model; or
- ✓ Provide an equivalent product with similar specifications if the original model is unavailable.



ACCESSORIES

Where accessories supplied with the product have already been used and cannot reasonably be considered brand new, the company reserves the right to process the DOA claim without replacing such accessories.

If accessories are not returned along with the product, only the main product may be repaired or replaced. Missing accessories will not be provided separately.

The decision of the company's technical team regarding accessory eligibility shall be final.



CLAIM VERIFICATION & DISPUTES

If there is any discrepancy regarding a DOA claim, product identity, or serial number details, the original purchase invoice must be submitted for verification.

DOA eligibility will be determined based on company records and inspection findings. The company's decision regarding acceptance or rejection of the claim shall be final and conclusive.



TERMS & CONDITIONS

- 1 | Replacement subject to availability of materials.
- 2 | Service subject to availability of spares.

*Subject to J&K Jurisdiction only

