

Warranty

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Why choose Somfy?

It is the wealth of 50 years of experience that make Somfy a world standard of reference for motorisation of openings in the residential, hospitality, commercial buildings, malls and infrastructural spaces.

"Energy savings, comfort and well being are the key objectives of SOMFY."

SOMFY International is devoted to intelligence and movement in windows and access points of buildings, offering the users comfort, security and energy savings.

Established in India for over 19 years, Somfy India Pvt Ltd has led the market in the development of automation for window coverings and access in both commercial and residential markets.

By working with industry manufacturers and suppliers, Somfy currently offers motorisation systems for both interior and exterior applications : Roller Shutter, Awning, Gate Opener, Blind, Curtain, Projection screen and window openers.

Through our 300+ channel partners we bring our customers reliability and long-lasting automation solutions to make life easier and have a unique experience.

Committed to Quality

The endurance of our motors is tested in the most arduous climatic conditions. Before it is installed in your home, each Somfy motor is inspected in the factory to bring you guaranteed long-term reliability. The motors and all Somfy equipments, are compliant with safety standards.



Peace-of-mind guarantee



Somfy offers its professional customers (installers, manufacturers, resellers, etc.) a five-year warranty on its motors and controls, starting from the date of manufacture. This is offered in the context of conditions clearly set out for professionals. Ask your installer for details.

SOMFY INDIA PVT. LTD. WARRANTY TERMS

This warranty applies to products bearing the SOMFY brand-name, manufactured as of January 1st, 2006, and sold by SOMFY INDIA PVT. LTD. to professional buyers (the "Products"). SOMFY guarantees these Products are free from defects in material or workmanship for the time length stated hereafter" SOMFY will replace a Product bearing such defect, by a new or repaired SOMFY product .Any SOMFY Product, which is replaced under warranty for the first time will be entitled to a new warranty of its original length from its date of replacement.

DURATION OF WARRANTY

Such duration varies depending on the end product for which it is used.

- Motors, controls and accessories used for roller shutters, interior and exterior blinds, curtains, awnings, commercial grilles are covered for 5 years from date of manufacture.
- Motors, controls and accessories used for residential garage doors and gates and for industrial shutters are covered for 3 years from date of manufacture.
- Motors, controls and accessories used for Tertiary Access are covered for 1 year from date of installation or 18 months from the date of Invoice, whichever is earlier.

The date of manufacture appears on most Products. If not, the starting date of the warranty is the date of the SOMFY invoice. When the same Product can be used, according to SOMFY instructions, for various end products, the longest warranty will apply.



OPERATION OF WARRANTY

Any Product suspected defective can be sent back to SOMFY India Pvt. Ltd, Technical Department, S4, 2nd Floor, Genesis Complex, A-32, Mohan Cooperative Industrial Estate, Mathura Road, at the customer's cost. SOMFY is entitled to

require the corresponding invoice from the Buyer. If the Product is analyzed by SOMFY as defective in material or workmanship, SOMFY will send back a new or repaired Product to the Buyer, at SOMFY s cost (freight only - import duties and local handling fees will not be paid by SOMFY), as long as it is within India, Pakistan, Sri Lanka, Bangladesh, Bhutan, Nepal and Maldives. If the Product is analyzed by SOMFY as non-defective in material or workmanship, SOMFY will inform the Buyer that the Product cannot be accepted under warranty, The Buyer can ask for the Product to be returned at his/her own costs within a month from which such information was sent to him. The Products which are replaced pursuant to the terms of this warranty as well as the product, which have not been claimed back by the Buyer within the above-specified period will be retained and subsequently owned by SOMFY.

EXCLUSIONS OF WARRANTY

The warranty will not apply in the following cases, for example:

- If the selection, installation (incl. wiring) or operation of the SOMFY Products is not in accordance with SOMFY specifications, installation and operating instructions"
- If the selection, installation or operation has not been carried out in accordance to professional standards.
- If the defect is a consequence of a natural phenomenon (such as storm, lightning, etc....) or of an exterior phenomenon.
- If the SOMFY products are used in association with inappropriate products (e.g.: use of a control or of an accessory not suitable for the motor),
- Whenever the Product functions with software which is not included in the Product, the warranty terms of such software are communicated with such software. The lack of respect of instructions concerning the software can cause exclusion of the warranty of the Products it applies to.
- If the SOMFY Products have been opened or dismantled, this warranty includes neither change of batteries or other consumables, nor removal, reinstallation, or maintenance costs.

LIMIT OF LIABILITY

This warranty comes in lieu of all liability regulations. As a result, unless made compulsory by public order, SOMFY will not be liable for any cost, injury, loss or damage, direct or consequential, arising out of the installation, use, and inability to use a Product. The SOMFY Buyer shall determine the suitability of the Product for its intended use, and inform his/her own customers as required by the applicable laws; he/she bears all risks and liability in connection therewith. SOMFY will under no circumstances be held liable if the Buyer does not prove that the Products have been selected, installed and operated with respect to the various instructions given by SOMFY. In any case SOMFY's liability to any third party shall be no greater than SOMFY's warranty commitments towards its own Buyer.



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