

# | Warranty statement

Dear customer,

All Billion products are designed and manufactured to the highest standards for quality performance, ease of use and ease of installation. If you encounter any issue while using your product, we recommend that you first consult the user manual or the information in the support section of the Billion website, where (depending on the product type) you may find a downloadable user manual, a section for frequently asked questions, and instructional videos.

In the unlikely event of a failure of the product, Billion will arrange for it to be serviced, free-of-charge, when you inform us of the defect during the warranty period, provided that the product was used in accordance with the user manual (for example, in the intended environment). This document only applies to consumer products sold and in use in India. For products purchased via bulk sales, or via Billion's business-to-business or business-to-government sales, the warranty terms of that sale or purchase agreement applies.

## Warranty Periods

Please refer the row that is relevant for the product you have purchased for the warranty period, its coverage and exclusions, if any. Note that the below table includes data for all Billion products. For warranty claims or any product related support reach out to customer support team at [cs@billion.in](mailto:cs@billion.in) or +91 80 46331002 and if required service engineer will visit your location for an in home service.

Product category	Warranty Period	Terms
Mixer grinder (MG100, MG101, MG110, MG111, MG 123. MG124)	24 months	The comprehensive warranty covers motor, jars, lids and other components, limited to manufacturing defects only. Warranty does not cover commercial or outdoor use of product; accessories; damage caused to the product due to improper installation by customer; normal wear and tear to the blades, jars, lids and housing; damage due to power surges and any Acts of God."
Mixer grinder (MG121, MG122)	12 months	
Cookware (tawa, frying pan, kadhai etc.)	15 months	<ul style="list-style-type: none"><li>• Excludes damage to coating due to use of abrasive materials and long exposure to high flames</li><li>• Excludes broken glass lids due to drops / slips or extreme temperature changes</li></ul>



Product category	Warranty Period	Terms
Dry Iron (XR112, XR126)	24 months	This warranty is Applicable on manufacturing defects only. Warranty excludes damage caused to the product due to normal wear and tear, improper handling (not in accordance with the User Manual), adaptations or adjustments which may be made to the product. Warranty does not extend to body, knobs, labels, or any accessories. Warranty does not cover the damage to the product caused by accident, power surges, water, dropping or excessive shock and any Acts of God.
Dry Iron (XR127, XR128, XR 137)	12 months	
Induction Cooktop	12 months	Within warranty period, Billion will repair or replace any defective part, if required, to rectify the problem. Covered in warranty are Parts and Labor. Warranty shall not cover any damage resulting from adaptations or adjustments which may be made to the product. Warranty does not extend to cabinets, knobs, labels, or any accessories. Warranty does not cover the risk to the product caused by accident, lightening, water, fire, other acts of God, improper ventilation, dropping or excessive shock or any external cause Billion's control.
Power banks (PB129, PB130, PB131, PB132)	12 months	This warranty is Applicable on manufacturing defects only. Warranty excludes damage caused to the product due to normal wear and tear, improper handling (not in accordance with the User Manual), adaptations or adjustments which may be made to the product. Warranty does not extend to cable. Warranty does not cover the damage to the product caused by accident, power surges, water, dropping or excessive shock and any Acts of God.
Ceiling Fans (FA139, FA140, FA141, FA156)	12 months	Warranty will cover only functional parts having manufacturing defects and does not cover damages resulting from un-authorized adaptations/ adjustments/ tampering of the product, improper installation of the product, normal wear and tear caused due to use of product, damage due to power surges and any Acts of God. Warranty will be valid only when the original purchase invoice is presented at the time of service. Warranty shall be voids if: The type or serial no. on the product has been altered, removed or defaced. The product is not operated as per the instructions given in the User Guide, if any.

## Warranty terms

The warranty period starts on the day of delivery of the product and expires at the end of the period specified in the section “Warranty period” below. If you require service but the service partner is unable to determine the date of purchase (if your proof-of-purchase is lost and the service partner is unable to pull your proof-of-purchase records on the basis of the details shared by you), the warranty period shall be deemed to have started three months from the date of manufacture indicated on the product or derived from the serial number. If you require service for products without a production date, or without a serial number, a valid proof of purchase is required.

Where a repair is not possible or not commercially viable, Billion may replace the product with a new or refurbished product of similar functionality. After a repair, firmware upgrade or replacement the warranty period will continue from the date of the original purchase.

## What is excluded?

The warranty does not cover consequential damages (including but not limited to loss of data or loss of income), nor compensation for activities done by yourself, such as regular maintenance, installing firmware updates or saving/restoring data.

The warranty excludes, or does not apply if:

- The proof-of-purchase has been altered in any way or is made illegible.
- The model number, serial number or production date code on the product has been altered, removed or made illegible.
- Repairs or product modifications have been carried out by unauthorized service organizations or persons.
- The defect is the result of excessive use outside the intended purpose, including for commercial or non-domestic use.
- The defect is caused by abuse of the product or by environmental conditions that do not conform with the user manual of the product.
- The defect is caused by connecting peripherals, additional equipment or accessories other than those recommended in the user manual.
- The unit has been damaged, including but not limited to damage by animals, lightning, abnormal voltage, fire, natural disaster, transportation or water (unless the user manual expressly states that the product may be rinsed).
- Normal wear and tear, or replacement of, by their nature, consumable parts (Examples: pressure cooker gaskets, gaskets of mixer grinder jars, water purifier filter cartridges, etc.)
- The product does not function properly because it was not originally designed, manufactured or approved for use in the country where you use the product, which might occur if the product was imported.
- The product does not function properly due to problems with access to, or connection with, service providers, such as interruptions in the access networks (Example: TV cable, satellite or internet), faults on the subscriber’s or the correspondent’s line, local network fault (cabling, file server, user’s line) and faults in the transmission network (interference, scrambling, faults or poor network quality).

## Service needed?

In order to avoid unnecessary inconvenience, we advise you to read the user manual carefully and/or consult the support section of the website before contacting Billion. To obtain service both within and outside the warranty period please contact the consumer contact centre at +91 80 46331002 or write to [cs@billion.in](mailto:cs@billion.in) and if required service engineer will visit your location for an in home service.

To be able to help you efficiently when you contact Billion or its service partners please have available:

- The product type or model number (also sometimes called model ID)
- The proof of purchase (invoice) indicating the date of purchase and model number of the product
- The product serial number or production date code as specified on the product
- The model number, the serial number or production date code (if available) can be found in the battery compartment or on the back or bottom of the product

### Customer Support

Customer care officer:

Email: [cs@billion.com](mailto:cs@billion.com)

+91 80 46331002

[ 9AM to 6PM on all working days]

