

WARRANTY POLICY FOR AGRICULTURAL FILMS, NETS AND FABRICS

Date:		30 July 2020	Version No.	1.3
Clause No.	Header	Content		
1	Applicability	This warranty policy is applicable for the GreenPro branded agricultural films, nets & fabric products manufactured by Rishi FIBC Solutions Private Limited and/or subsidiaries (referred to as Company) and whose invoice to the Customer specifically refer to this warranty document quoting date and version no. mentioned above		
2	Warranty scope	All our products are manufactured to contain UV stabilizing content equivalent to withstand 650 KLY of exposure (unless specifically mentioned otherwise in a document referring to this document and clause no.). The warranty is applicable exclusively for the degradation of the product due to exposure to UV rays starting from the date of installation OR invoice + 6 months (whichever is earlier). Further, the UV content is Sulphur resistant up to 2000ppm. UV content is not guaranteed to withstand effect of any other chemicals.		
3	Warranty limit	The warranty is limited to the maximum value of the invoice discounted on pro-rata basis for the time used as against the total warranty period.		
4	Warranty claim requirements	<ul style="list-style-type: none"> a. The Customer is required to inform the company at info@greenpro.co.in b. The Customer is required to produce copy or scan of invoice and delivery documents from the factory till the end customer application for 100% traceability c. The Customer is required to send digital copies of photographs of the defective area, entire application site, surrounding areas, closeup photos of the printed code (if any) on the product d. Customer is required to courier samples from the defective area (1sqm) with print of the traceability information on the product (as applicable) e. Customer is required to maintain two samples (1sqm) of the product before installation for every 4000sqm of application. Customer is required to courier one of the corresponding original samples (before installation) to our factory f. Customer is required to permit full access for our company officials or representatives to the application site for investigating the defect g. Customer is responsible for uninstalling the defective product and installing the new product in entirety if a replacement is decided upon h. Customer is required to raise the complaint within 15 days of the defect occurrence All the above is compulsory for any warranty claim to be processed by Company.		
5	Warranty claim settlement	Company will investigate and analyze the complaint within 30 days of complaint receipt. If Company finds the complaint to be valid without any reasonable doubt, Company will undertake any of the following course of action in order of preference limited to the warranty limit in clause 3 above: <ul style="list-style-type: none"> a. repair at application site b. replacement with freight paid upto application site c. refund upto a maximum of invoice value 		
6	Warranty exclusions	This warranty does not cover any product failure due to damages arising from improper handling, installation, transportation, storage, natural calamities, animals, and other factors other than sunlight's UV radiation.		
7	Dispute	All disputes will be attempted for mutual friendly resolution between Company and Customer. In case that is not possible, disputes shall be subject to the exclusive jurisdiction of the Indian courts at Vadodara, India		