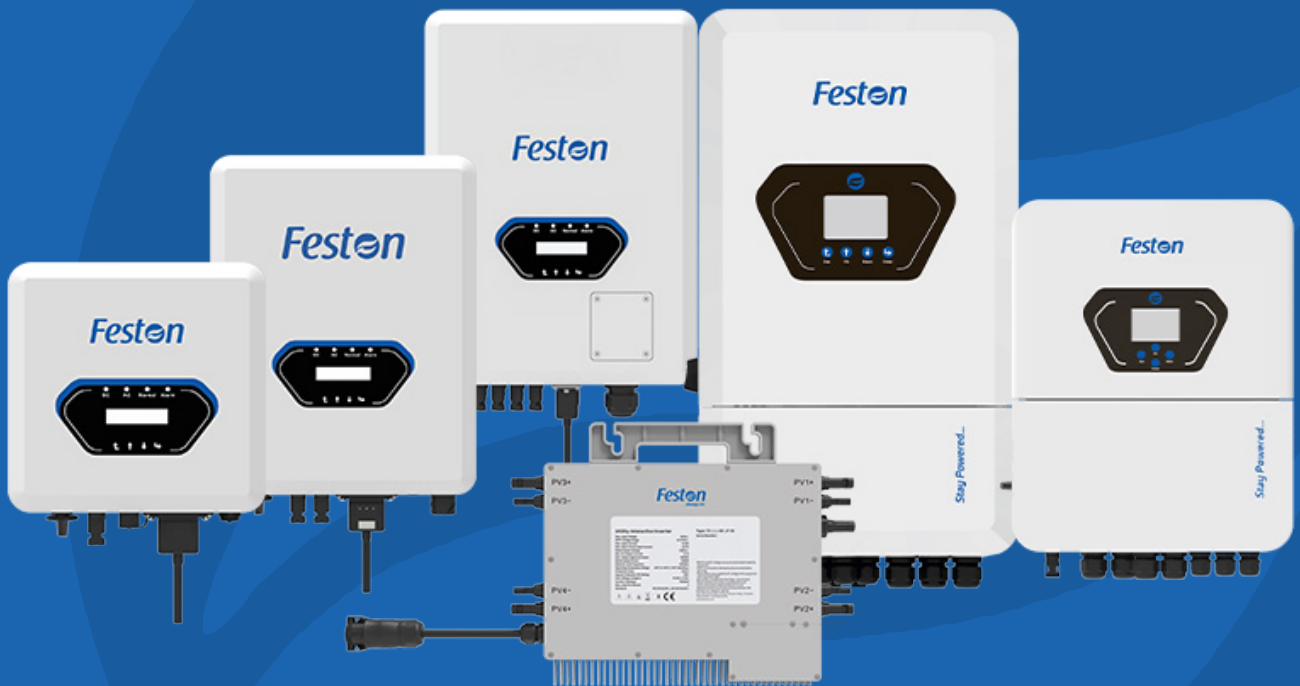


Warranty

Claim Procedure



Warranty Claim Procedure

Reliable Support. Fast Resolution. Minimal Downtime.

At **Feston SEV Pvt. Ltd.**, customer satisfaction is our core priority. Our warranty claim process is designed to deliver a seamless, transparent, and efficient service experience. From initial registration to technical evaluation and product resolution, our dedicated support team ensures your claim is handled promptly and professionally.

1. Warranty Claim Registration

Verification & Validation

If you encounter an issue with your Feston product, formally register your claim via **Festcare Service CRM** (<https://festcare.vr2.in/>), or **Email** (csm@festonsev.com). To ensure a swift evaluation, please provide the following details during registration:

- **Product Identifiers:** Product Model and unique Serial Number.
- **Proof of Purchase:** Purchase Invoice and Installation/Commissioning records.
- **Diagnostics:** Any active Error Codes or Alarms.
- **Supporting Media:** Clear photographs or videos of the product, installation environment, and the fault display.
- **Issue Description:** A brief, comprehensive summary of the malfunction.

2. Technical Review & Assessment

Technical Evaluation

Once your claim is registered in our system, Feston's technical experts will review the submission to determine the best course of action. Our team will:

- Validate product registration and verify warranty eligibility.
- Review the reported fault, system logs, and supporting documents.
- Perform remote diagnostics and attempt remote troubleshooting where applicable.

Note: Once a manufacturing defect covered under warranty is confirmed by our technical team, the claim will move to formal approval.

3. Service or Replacement Authorization

Resolution Execution

Upon formal approval of your warranty claim, Feston will execute the resolution protocol:

- **RMA Issuance:** A unique Return Material Authorization (RMA) number will be generated for your case.

- **Part Dispatch:** Replacement products or spare parts will be prioritized and dispatched subject to stock availability.
- **Service Coordination:** On-site technical service or installation support will be coordinated through Feston or an Authorized Service Partner, where applicable.
- **Quality Assurance:** All repaired or replacement components undergo rigorous quality inspection and functional testing prior to delivery.

4. Turnaround Time (TAT)

Feston is committed to providing timely service support across India. The standard Turnaround Time (TAT) is calculated from the date of warranty claim approval and may vary depending on the service location and spare part availability.

Service Coverage Area	Expected TAT*
Metro Cities & Major District Headquarters	2–4 Working Days
Other District Headquarters	4–6 Working Days
Remote / Rural Locations	5–8 Working Days
North-Eastern States, J&K, Islands & Special Access Areas	7–10 Working Days

For replacement products requiring factory processing, logistics transit, or non-stock spare parts, the TAT may extend accordingly. Customers will be informed of the revised schedule by the Feston Service Team.

*TAT begins after:

- Warranty eligibility is confirmed.
- Technical approval is completed.
- Required documents have been submitted.
- Product or spare availability is confirmed (where applicable).

5. Return of the Faulty Product

Closure of Claim

If requested by our service team, the decommissioned faulty product must be securely packed and returned, clearly displaying the assigned RMA Number. Upon receipt, we will:

- Inspect the returned unit and conduct a technical failure analysis.
- Validate final warranty compliance and update system service records.
- Formally close the warranty claim file upon successful resolution.

Warranty Exclusions

The limited warranty is restricted strictly to manufacturing defects and does not cover damage resulting from:

- **Improper Handling:** Defective installation, non-compliant commissioning, or operation outside specified electrical and environmental conditions.
- **Interference:** Unauthorized repairs, modifications, alterations, or tampering by non-authorized personnel.
- **Physical Damage:** Misuse, negligence, accidental impact, or normal wear and tear of consumable components.
- **External Factors:** Fire, flood, lightning, force majeure, external electrical faults, or inadequate system protection devices.
- **Identity:** Missing, altered, or illegible product serial numbers.

Contact & Support

Our dedicated service team is available to assist you throughout this process.

- **Customer Support:** +91-93848 13428
- **Email:** csm@festonsev.com

Feston SEV Pvt. Ltd. – *Reliable Products. Trusted Support. Lasting Performance.*