

Annexure –F

WARRANTY CLAIM FORM
Tixbee Heavy Industries Limited

Customer Information:

Name:

Address:

City/State/ZIP:

Phone Number:

Email Address:

Product Information:

Model Number:

Serial Number:

Date of Purchase:

Description of the Issue:

(Please provide a detailed description of the problem or issue with the purchased machine. Include any relevant details such as when the issue first occurred, any unusual noises, or any error codes displayed.)

Supporting Documentation:

Please attach the following documents to support your warranty claim:

1. Proof of purchase (receipt or invoice).
2. Photos or videos clearly showing the issue.

Declaration:

I hereby declare that the information provided in this warranty claim form is true and accurate to the best of my knowledge. I understand that any false information may result in the denial of the warranty claim.

Customer Signature: Date:

[Submit the completed form along with supporting documents to the warranty department via mail or email.]

Dealer Sign :

WARRANTY CLAIM FORM TERMS AND CONDITIONS

Eligibility:

This warranty claim form is applicable only to products covered under the existing warranty policy of Tixbee heavy industries limited.

The warranty claim must be submitted within the designated warranty period from the date of purchase.

Documentation:

The customer must provide a copy of the original proof of purchase (receipt or invoice) along with the completed warranty claim form.

Additional supporting documentation, such as photos or videos clearly showing the issue, may be required for the assessment of the claim.

Accurate Information:

The customer is responsible for providing accurate and truthful information on the warranty claim form. Any false information may result in the denial of the warranty claim.

Authorized Service Centers:

Warranty claims should be processed through authorized service centers specified by Tixbee heavy industries limited or by company representatives. Any repairs or interventions made by unauthorized personnel may void the warranty.

Exclusions:

This warranty does not cover damage caused by misuse, neglect, accident, unauthorized modifications, natural disasters, or any other circumstances beyond normal usage.

Transportation Costs:

The customer is responsible for any transportation costs incurred in delivering the product to an authorized service center/customer directly for warranty service.

Repair or Replacement:

Tixbee heavy industries limited reserves the right to either repair or replace the defective product at its discretion.

Decision and Communication:

The warranty claim will be processed within a reasonable time frame, and the customer will be notified of the decision. In case of denial, the reasons for the decision will be communicated.

Voiding the Warranty:

Any attempt to repair the product by unauthorized personnel or the removal of warranty seals will void the warranty.

Limitation of Liability:

Tixbee heavy industries limited shall not be liable for any incidental, consequential, or indirect damages arising from the use or inability to use the product.

Governing Law:

This warranty claim form and its terms and conditions shall be governed by the laws of Morbi jurisdiction.

I, the undersigned, have read and understood the terms and conditions outlined above and agree to abide by them.

Customer Signature: Date:

[Include a copy of these terms and conditions with the warranty claim form for the customer's reference.]

Dealer Sign :

Warranty Department Contact Information:

Tixbee Heavy Industries Limited (Warranty Claim Department)

“Infinite Corporate House”

Shiv Shakti Chamnber, NH 27, At-Trajpar, Morbi-363642

Email: warranty@tixbee.com

Phone: +91-9104300043

Thank you for choosing Tixbee. We appreciate your business, and we will promptly process your warranty claim. If additional information is required, a representative from our warranty department will contact you.

_____For Office Use Only_____

Approved / Denied (Please specify reason for denied if any)

Authority Name & Designation :

Authority Signature: Date:

Dealer Sign :