

# DOA & Damage Policy for End customer

- Customers to ensure that the Physical inspection of the consignment(Outer Box) at the time of receipt of goods & same need to be immediately notified to the dealer/supplier.
- Damage claim will be approved if the product is only within 7 days from the date of the invoice.
- DOA/Functional defect cases will be treated as per the warranty of the product purchased.
- Damaged cases will be considered only on bill to address in invoice not for shifted address
- All Damaged / DOA to be send back to VU in the original Box with complete accessories supplied with the product.

- Serial no of the Product & Serial no of box should match only then the claim will be approved
- Warranty seal on the TV should be intact, if found to be Tempered/scratches then the claim will be rejected.
- DOA policy limited to the product only & not for its accessories , Faulty accessories will be replaced.
- High Electrical Voltage & electrical surge are not covered under DOA or Damaged policy..

- Invoice to be provided while claiming for DOA / Damaged .
- If any call is found to be logged with Vu & the customer is claiming for DOA for same serial number of the product then the claim for the said product will be rejected.