

VIP Warranty terms

V.I.P. Industries Ltd. provides Warranty on your luggage for a period as is mentioned on your warranty card, from the date of purchase by the User against manufacturing defects only. The Warranty, however, is subject to the following conditions:

1. This Warranty card must be duly filled in, stamped and signed by the authorized dealer/showroom. The card and the relevant cash memo must be preserved and produced along with the defective piece.
2. The Warranty is available only if it is signed and stamped by VIP Authorized Dealer.
3. The defective piece must be delivered at the User's cost to the nearest Authorized VIP Showroom/Dealer/Office.
4. This Warranty is not valid for :
 - a. Damages resulting from accidents, mishandling, negligence, unauthorized repair, tampering, loss of components/accessories, normal wear and tear, exposure to extreme heat and temperature, solvents, acids and exposure to rain/water.
 - b. Replacement/repair of briefcase folios and suitcase divider flaps.
 - c. Powder coating, gold plating, wood finish on locks, frames, channels and on all other metallic surfaces
 - d. Damages such as zip bursts, cracks, dents and scratches to any of the components, tearing of inner lining or any other fabric.
 - e. Damages from mishandling and abuse in transit (if such abuse occurs, one must immediately file a claim with the Carrier Company before leaving the transport terminal) and
 - f. Damages to the leather trimmings.
5. The Company will undertake to repair/replace the defective piece at its own discretion and its decision as to the nature of the defects and applicability of this Warranty, is final.
6. Any disputes arising out of the applicability / usage of this Warranty card is subject to Mumbai jurisdiction only.
7. The Company's liability under this Warranty shall in no event and under no circumstances exceed the price paid by the customer to the Company for the goods stated in the Invoice/cash memo.
8. This Warranty excludes every condition/ warranty liability not expressly set out herein.
9. All locks and security mechanism fitted on the luggage are delaying devices and can't prevent theft of the contents and luggage.