

# Quality Promise

Last Updated: [20/10/2024]

**With Matrix Interior, Design without any worries, ALWAYS.**

The unparalleled Matrix Interior warranty assures you a premier home design experience including modular systems, furniture, on-site services & more. With multiple quality checks at every stage, we ensure all our products are free from any material and manufacturing defects.

## Products Covered Under Warranty:

PRODUCTS	WARRANTY	SERVICE COST
CABINETS & SHUTTERS	60 MONTHS	APPLICABLE AFTER 01 YEAR
HINGES	120 MONTHS	APPLICABLE AFTER 01 YEAR
DRAWER CHANNELS	60 MONTHS	APPLICABLE AFTER 01 YEAR
KITCHEN BASKETS	12 MONTHS	APPLICABLE AFTER 01 YEAR
SLIDING TRACK & WHEELS	12 MONTHS	APPLICABLE AFTER 01 YEAR
HYDRAULIC PUMP	12 MONTHS	APPLICABLE AFTER 01 YEAR
SOFA	12 MONTHS	APPLICABLE AFTER 01 YEAR
GYPSUM FALSE CEILING	06 MONTHS	APPLICABLE AFTER 01 YEAR
PAINTING	06 MONTHS	APPLICABLE AFTER 01 YEAR
LIGHTING ACCESSORIES	AS PER MANUFACTURER WARRANTY POLICY	
APPLIANCES	AS PER MANUFACTURER WARRANTY POLICY	

## **Exclusions:**

The Warranty is valid for domestic use only and does not apply if the products have been used for public use, outdoors or in a corrosive environment. The warranty does not apply to products that have been used inappropriately, abused, misused, altered, stored incorrectly, cleaned with wrong cleaning methods or wrong cleaning products or damaged due to natural calamities. It does not cover normal wear and tear, cuts or scratches, damage caused by accidents/impacts, waterborne debris or damage caused by non-compliance with maintenance guidelines. It does not cover any fault arising in the product due to tampering caused by any unauthorized personnel. Delay in completion of installation owing to non-preparedness of the work site from the client's end will result in the warranty becoming void. The warranty does not cover consequential/incidental, colour or water damages (rusting).

## **FAQs**

### 1. Matrix Interior will honour its warranty when

- The product supplied and installed is properly maintained and used for normal domestic use.
- The product is still owned by the original purchaser.
- The product is still at its original installed position and location.
- The warranty has not expired, subject to limitations set forth through Matrix Interior terms & conditions.

### 2. Matrix Interior warranty does not include

- Any labour, installation or transportation costs or any responsibility for damage that Matrix Interior considers as natural wear and tear of finishes and surfaces.
- Any products used or installed in conjunction with Matrix Interior kitchen/ wardrobe/ modular storage such as electrical & plumbing fixtures, countertops and appliances. Any use of Matrix Interior cabinetry or component parts which are contrary to instructions furnished by Matrix Interior will void this warranty.
- Any cabinetry or component parts that Matrix Interior considers to have been subject to alteration, modification, accident, abnormal use, extreme temperatures and continuous contact with water, high moisture levels or use of harsh and/or abrasive cleaning chemicals.
- Normal incidental deterioration like nicks, cuts, scratches and abrasions which are resulting from normal use during the standard life of the product.

3. Matrix Interior will not be held responsible for any claims arising out of defects due to material or workmanship of products not listed under claim terms.

4. Matrix Interior warranty does not cover natural wear and tear or damage caused by rough handling or using the product beyond its intended use.

5. Matrix Interior reserves the right to alter specifications in keeping with its policy of continuous product evaluation and improvement.
6. The scope of Matrix Interior warranty cannot be changed or broadened by any authorized representative of Matrix Interior.
7. Repair(s) and/or replacement(s) are subject to the current product offerings of styles and construction options within the Matrix Interior product line, at the time of the claim. If a claim is filed after a Matrix Interior product becomes obsolete or discontinued, Matrix Interior will replace the affected component with a replacement component of a similar style based on availability at the time of the claim.
8. Notify Matrix Interior via phone or email within 10 days of any defect that comes to notice, such as visual damage or malfunctioning component. Notification post the stipulated time, will void the Matrix Interior warranty.
9. Any decision regarding repair of the said component (in part or whole) solely lies with the authorized Matrix Interior representative. The decision will be made following an inspection by the representative whether to repair at site, or return product to the factory for refurbishing/ replacement.
10. Liability: Matrix Interior will make all efforts to replace/ repair the said defect within a reasonable period of time. Matrix Interior will not be liable for any direct/indirect loss to the user due to the defect or delay in providing the service, or any fault arising due to design, application or installation. In no event shall the liability of Matrix Interior, under this warranty, exceed the purchase price of the product or its replacement.
11. The terms and conditions are governed by the laws of India. Kolkata courts shall have exclusive jurisdiction to settle any claim or dispute which might arise out of or in connection with these terms and conditions.

### **ON-SITE SERVICE WARRENTY POLICY**

#### **Gypsum False Ceiling**

If a defect is found upon inspection by a company authorized representative, the defect will be rectified in accordance with the claim terms below.

#### **The warranty policy shall apply where:**

1. The overall false ceiling surface area exceeds 150 sq ft, subject to satisfactory inspection of the surface by Matrix Interior's representative.
2. Matrix Interior shall repair and provide labour for re-application of the paint coat, as may be necessary to set right the false ceiling failure in the affected portion only.
3. False ceiling failure shall mean any of the following occurrences:
  - Board integrity, flaking and peeling of the joint compound or coming off from the substrate.
  - Cracks on the surface.

- Growth of fungus and algae on ceiling surfaces(spread over a minimum area of 5 sq feet)

4. The customer has used the entire false ceiling system recommended and executed by Matrix Interior. The false ceiling should have been done with the usage of Matrix Interior approved brands and all materials utilized shall be of the same manufacturer. Any mix use of other brands shall make the warranty null and void.

**The warranty policy shall be void in the following events:**

1. Intermittent dripping of water due to proximity of vegetation or air-conditioning units or any other sources of water leakage or dampness.
2. Water penetration due to capillary rise from the ground level, water leakage, seeping and continuous dampness of the surface.
3. Physical damage to the surface with an external force or entity.
4. Defects arising due to failure or defects in the structure to which ceiling is anchored.

The warranty will be applicable for standard quality Gypsum ceiling for a period of 6 months only.

In coastal areas fading and chalking occur with all surface. Within normal limits this is not considered as a failure.

**Painting**

If a defect is found upon inspection by a company authorized representative, the defect will be rectified in accordance with the claim terms below.

**The warranty policy shall apply where:**

1. The overall paint surface area exceeds 500 sq ft, subject to satisfactory inspection of the surface painted by Matrix Interior's representative.
2. Matrix Interior shall provide replacement paint, as long as the particular paint code (paint code is necessary) is not discontinued by the manufacturer
3. Paint failure shall mean any of the following occurrences
  - a. Film integrity, flaking and peeling of the paint, caused by one coat of paint coming off from another or the paint film coming off from the substrate
  - b. Fading of the colour shade
  - c. Growth of fungus and algae on wall surfaces (spread over a minimum area of 10 sq. feet)
4. The customer has used the entire paint system recommended by Matrix Interior. An undercoat of primer along with two coats of putty and 2-3 coats of the paint on all surfaces.

**The warranty policy shall be void in the following events:**

- 1. Intermittent dripping of water due to proximity of vegetation or air-conditioning units or any other sources of water leakage like plant pots.
- 2. Water penetration due to capillary rise from the ground level, water leakage, seeping and continuous dampness of the surface.
- 3. Defects arising due to contamination of surface and failure/defects in the structure.

The replacement cost includes the cost of paint and labour required to set right the area of paint failure, at the time of claim lodged

In coastal areas fading and chalking occur with all surfaces. Within normal limits this is not considered as a failure.

Damage caused to the painted surface due to fire, excessive heat exposure, corrosive agents, abrasive materials or by the customer including without limitation due to rework/fitting work done by the customer after handover.

### **Electrical**

If a defect is found upon inspection by a company authorized representative, the defect will be rectified in accordance with the claim terms below.

#### **The warranty policy shall apply where:**

1. The overall electrical work carried out exceeds a value of INR 50,000 subject to no voltage fluctuation or no input power source issue checked by Matrix Interior's representative.
2. Matrix Interior will provide replacement, as long as the particular material is not discontinued by the manufacturer, and labour for re-application, as may be necessary to set right the electrical failure.
3. Throughout this warranty policy document the words "electrical failure" shall mean any of the following occurring, subject to the other conditions stated in this document
  1. Electrical short circuit/ tripping.
  2. Loose contacts in the plugs/ switches.
4. The customer has used the entire electrical wiring recommended and laid by Matrix Interior provided the customer had used appropriate appliances in the usage ports/ points.

The warranty policy will not cover any defects arising out of factors out of control of Matrix Interior, including but not limited to

- Improper power input to the mains.
- Water penetration due to capillary rise from the ground level, water leakage, seeping and continuous dampness of the surface.
- Electrical failures due to physical damage of conduits, wires, switches and plates.
- Issues in the power input source.

- Electrical works been repaired by any other representative other than company representative.
- Inappropriate usage of the electrical points and appliances.

The replacement cost will include the cost of electrical items including wiring, switches, conduits (if any) and labour required to set right the concerned failure only, at the time of lodgement of claim.

### **Plumbing**

If a defect is found upon inspection by a company authorized representative, the defect will be rectified without charge, in accordance with the claim terms below.

#### **The warranty policy shall apply where:**

1. The overall plumbing work carried out exceeds a value of INR 50,000 subject to satisfactory inspection by Matrix Interior's representative.
2. Matrix Interior will provide replvacement/rectification, as long as the particular plumbing material is not discontinued by the manufacturer.
3. Plumbing failure shall mean any of the following occurring
  - Leakage in plumbing or sanitary pipes.
  - Plumbing and sanitary pipe manufacturing defect
  - Plumbing failure shall not deal with the plumbing fixtures including taps, faucets, nozzles, water closets, showers, angle valves etc.
4. The customer has used the entire plumbing system installed by Matrix Interior.

#### **The warranty policy will not cover any defects arising out of factors out of control of Matrix Interior, including but not limited to:**

- Improper quality of water supply to the property.
- Water penetration due to capillary rise from the ground level, water leakage, seeping and continuous dampness of the surface.
- Plumbing failures due to physical damage or mishandling.
- Plumbing works been repaired by any other representative other than company representative.
- Surface with contaminants.

The replacement cost includes the cost of plumbing pipes/accessories and labour required to set right the concerned failure only, at the time of lodgement of claim.

### **ALL OTHER FURNITURE**

#### **Sofa / Couch / Headboard Padding**

1. To know the brand of your product, please refer to the products attributes/information or speak to your authorized Matrix Interior representative.
2. Matrix Interior warranty does not cover upholstery, normal wear and tear, softening or flattening of cushions and foam, color fading from sunlight, damage caused by rough handling and use of abrasives, corrosive materials, cleaning agents or improper use and maintenance.
3. This warranty is applicable on sofas including but not limited to 1,2, 3 seater sofas, sectionals, ottomans and sofa cum beds.
4. Lifetime warranty on any borer/termite issues in solid wood furniture by the brand Matrix Interior.
5. Notify Matrix Interior within 10 days of detecting any defect via phone or email.

### **Home Improvement Solutions**

1. Decor and home improvement products include but are not limited to furnishings, wallpapers, panelling, cladding, lighting, fittings and appliances are not covered under Matrix Interior warranty policy.

### **FAQs**

#### **1. How can I claim warranty?**

You can email at [info@matrixinterior.in](mailto:info@matrixinterior.in) to register your warranty claim.

#### **2. What are the prerequisites of the warranty?**

In the event of repair, Matrix Interior Warranty is valid only if you possess a digital or physical proof of complete payment, and/ or you have signed the handover document at the time of installation or warranty card.

#### **3. Can I renew my warranty once it expires?**

No. Currently, we are not offering any extension or renewal of Matrix Warranty.

#### **4. Will I be charged if I need any services after the end of the Warranty period?**

We are happy to provide after-sales services even after your warranty period expires. The service charges would be nominal and; material charges may be incurred (if anything needs to be replaced).

#### **5. Are decor products and accessories are covered under Warranty?**

Some decor products and accessories may or may not come under manufacturer warranty, depending on the products. Please speak to a Matrix Interior authorised representative to find the manufacturer's warranty period of any such product, not listed above.

#### **6. How should I notify regarding any damage?**

Notify Matrix Interior via phone +91 - 9903656876 or email [Info@matrixinterior.in](mailto:Info@matrixinterior.in) within 10 days of any defect that comes to notice, such as visual damage or malfunctioning component. Notification post the stipulated time, can void the warranty.