# EDT Manufacturer's Warranty – Terms & Conditions

**Electric Kettle (FLOW Precision Kettle) | 2-Year Standard Warranty**

## 1. Warranty Coverage Period

This electric kettle, including its power base, is covered under a standard manufacturer's warranty for a period of two (2) years from the date of original purchase by the first end customer, as evidenced by a valid purchase invoice.

## 2. What Is Covered

During the warranty period, the manufacturer warrants that the product shall be free from defects in materials and workmanship under normal household use. This includes the heating element, power base, temperature control and display, control buttons, thermostat and safety cut-off, and the kettle body.

If a defect arises during the warranty period, the manufacturer will, at its discretion:

- Repair the defective part, or
- Replace the defective part with a new or refurbished equivalent part, or
- Provide an alternative resolution deemed appropriate.

All warranty services will be provided at no cost to the customer, subject to the terms outlined below.

## 3. What Is Not Covered

The warranty does not cover:

- Normal wear and tear, cosmetic damage, or aging of components
- Issues such as plating, rusting, etc., or defects thereof, caused due to external reasons
- Breakage, cracks, or chips in the glass body or lid caused by impact, dropping, or sudden temperature change (e.g., pouring cold water into a hot kettle)
- Limescale or mineral deposits, and discolouration or staining of the glass or interior from water quality or substances placed in the kettle
- Damage from heating anything other than water (e.g., milk, soups, noodles, tea leaves, or other foods and liquids)
- Damage from operating the kettle empty, overfilling beyond the MAX mark, or immersing the kettle or power base in water
- Liquid ingress into the power base or electrical connections
- Damage caused by misuse, abuse, negligence, or incorrect operation
- Damage due to power surges, voltage fluctuations, or use with incompatible power sources, adaptors, or a base other than the one supplied
- Damage caused by accidents, fire, insects, rodents, or acts of nature
- Unauthorized repairs, modifications, or alterations
- Use of the product for commercial, industrial, or non-household purposes (e.g., offices, cafés, hotels)

- Consumable parts or accessories (e.g., filters, seals) unless failure has occurred due to a manufacturing defect

## 4. Service Outside Warranty

Any service request raised after the expiry of the 2-year manufacturer's warranty or for issues not covered under this warranty will be treated as out-of-warranty service.

- All out-of-warranty repairs, replacement parts, labor, logistics, or inspection costs will be fully chargeable to the customer.
- Charges will be communicated and approved by the customer prior to service execution.

## 5. How to Claim Warranty Service

To claim warranty service, the customer must:

- Provide a valid proof of purchase (invoice or receipt)
- Ensure the product's serial number is intact and legible
- Raise a request at edt.servify.com or through the customer support channel specified by the manufacturer

Failure to provide proof of purchase may result in denial of warranty service. Products received defective or damaged at delivery are handled under EDT's separate 7-day replacement policy.

## 6. Repairs & Replaced Parts

- Parts replaced under warranty will be covered only for the remaining period of the original warranty.
- Parts replaced during repair may be retained by the manufacturer or service provider.

## 7. Limitation of Liability

To the maximum extent permitted by law:

- The manufacturer shall not be liable for any indirect, incidental, or consequential damages, including loss of use, damage to surrounding surfaces or property from spills, or inconvenience.
- The warranty provided herein is the sole and exclusive warranty, replacing all other express or implied warranties.

## 8. Customer Responsibilities

The customer is responsible for:

- Using the product in accordance with the user manual, with water only and within the MIN–MAX fill levels
- Placing the kettle on a dry, flat, heat-resistant surface and using only the supplied power base
- Performing routine cleaning and periodic descaling as recommended in the user manual
- Ensuring safe packaging of the product, including the glass body, if shipment is required for service

## 9. Transferability

This warranty is non-transferable and is valid only for the original purchaser of the product.

## 10. Governing Law

These Terms & Conditions shall be governed by and construed in accordance with the laws of India. Any disputes arising under or in connection with these Terms shall be subject to the exclusive jurisdiction of the courts in Mumbai, Maharashtra.