	<h1>QUALITY SYSTEM PROCEDURE</h1>	Procedure No.	QSP-50
		Rev. No.	00
		Effective Date	08-11-2022
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Title	WARRANTY OF SAHASRA'S MOTHERBOARD, IT & MEMORY PRODUCTS		

1. Purpose	:	The purpose of this procedure is to document Sahara's Complete information regarding warranties management system.
2. Scope	:	This document applies to all activities of organization including Motherboard, IT & Memory products <i>manufacturing and other activities that are carried out under the Company management system</i>
3. Ref. Clause	:	10.2.5 of ISO:9001:2015/IATF16949:2016/ ISO/TS 22163:2017
4. Responsibility	:	Overall responsibility to document warranty of Sahasra lies with Marketing HOD

5. Abbreviations:

QMS	Quality management System
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6. Records:


S.No	RECORD	IDENT. NO.	LOCATION
01	QSP-50	WARRANTY OF SAHASRA	MR

7. Amendment Details:


Rev	Date	Details Of Amendment	Approved By
00	08-11-22	New release of procedure with Quality Policy	Varun Manwani

8. Procedure

S.No	Activity	Resp.	Doc/ Record	Control Points
8.1	<p>Warranty Statement</p> <p>Complete information regarding Sahasra's warranties is listed below. Duration of Warranty</p> <p>Free Technical Support DISCLAIMERS</p> <p>Sahasra warrants to the original end-user customer that its products are free from defects in material and workmanship on the terms and conditions set forth herein. Subject to the conditions and limitations set forth below, Sahasra will, at its option, either repair or replace any part of its products that prove defective by reason of improper workmanship or materials. Repaired parts or replacement products will be provided by Sahasra on an exchange basis, and will be either new or recertified. All recertified products have been tested to ensure that they are functionally equivalent to new products. If Sahasra is unable to repair or replace the product, it will refund or credit the lesser of either the current value of the product at the time the warranty claim is made or the purchase price. Proof of purchase must be provided which shows the original date and place of</p>	MKT		

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	<p>purchase, as well as the product description and price.</p> <p>This warranty does not cover any damage to the product that results from improper installation, accident, abuse, misuse, natural disaster, insufficient or excessive electrical supply, abnormal mechanical or environmental conditions, or any unauthorized disassembly, repair or modification. This limited warranty shall not apply if: (i) the product was not used in accordance with any accompanying instructions, or (ii) the product was not used for its intended function.</p> <p>This warranty also does not apply to any product on which the original identification information has been altered, obliterated or removed, that has not been handled or packaged correctly</p> <p>This warranty covers only repair, replacement, refund or credit for defective Sahasra products, as provided above.</p> <p>Sahasra is not liable for, and does not cover under warranty, any damages or losses of any kind whatsoever resulting from loss of, damage to or corruption of content or data or any costs associated with determining the source of system problems or removing, servicing or installing Sahasra products. This warranty excludes third-party software, connected equipment or stored data. Sahasra is therefore not liable for any actual or consequential losses or damage attributable to third- party software, connected equipment or stored data. In the event of a claim, Sahasra's sole and maximum obligation shall be to repair or replace the hardware or issue a refund at Sahasra's sole discretion.</p>			
8.2	<p>Duration of Warranty,</p> <ul style="list-style-type: none"> - (Five-year Warranty: - The following Sahasra products are covered by this warranty for a period of five years from the date of purchase by the original end-user customer: - USB Drives - mSD Memory Cards 	MKT		

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	<ul style="list-style-type: none"> - SSD Solid State Drive (Consumer & Enterprises) - Three-year Warranty: - The following Sahasra products are covered by this warranty for a period of three years from the date of purchase by the original end-user customer - DDR SO-DIMM - DDR U- DIMM - Server Motherboard - Desktop Motherboard - Free Technical Support - If you experience difficulty during the installation or subsequent use of a Sahasra product, you may contact Sahasra's Technical Support department prior to servicing your system. - For support: - E: contact@sahasraelectronics.com <p>DISCLAIMERS</p> <ul style="list-style-type: none"> - TO THE EXTENT PERMITTED BY APPLICABLE LAW, THE FOREGOING IS THE COMPLETE WARRANTY FOR SAHASRA PRODUCTS AND SUPERSEDES ALL OTHER WARRANTIES AND REPRESENTATIONS, WHETHER ORAL OR WRITTEN. EXCEPT AS EXPRESSLY SET FORTH ABOVE, NO OTHER WARRANTIES ARE MADE WITH RESPECT TO SAHASRA PRODUCTS AND SAHASRA EXPRESSLY DISCLAIMS ALL WARRANTIES NOT STATED HEREIN, INCLUDING, TO THE EXTENT PERMITTED BY APPLICABLE LAW, ANY WARRANTY THAT MAY EXIST UNDER NATIONAL, STATE, PROVINCIAL OR LOCAL LAW INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF NON-INFRINGEMENT, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ALL WARRANTIES, 			
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WARRANTY OF SAHASRA'S MOTHERBOARD, IT & MEMORY PRODUCTS

WHETHER EXPRESS OR IMPLIED, ARE LIMITED TO THE PERIODS OF TIME SET FORTH ABOVE. SOME STATES OR OTHER JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES OR LIMITATIONS ON HOW LONG AN IMPLIED

- WARRANTY LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.
- SAHASRA PRODUCTS ARE NOT AUTHORISED FOR USE AS CRITICAL COMPONENTS IN LIFE SUPPORT EQUIPMENT OR FOR APPLICATIONS IN WHICH THE FAILURE OR MALFUNCTION OF THE PRODUCTS
- WOULD CREATE A SITUATION IN WHICH PERSONAL INJURY OR DEATH IS LIKELY TO OCCUR. SAHASRA SHALL NOT BE LIABLE FOR THE DEATH OF ANY PERSON OR ANY LOSS, INJURY OR DAMAGE TO PERSONS OR PROPERTY BY USE OF PRODUCTS USED IN APPLICATIONS INCLUDING, BUT NOT LIMITED TO, MILITARY OR MILITARY-RELATED EQUIPMENT, TRAFFIC CONTROL EQUIPMENT, DISASTER PREVENTION SYSTEMS AND MEDICAL OR MEDICAL-RELATED EQUIPMENT.
- SAHASRA'S TOTAL LIABILITY UNDER THIS OR ANY OTHER WARRANTY, EXPRESS OR IMPLIED, IS LIMITED TO REPAIR, REPLACEMENT OR REFUND. REPAIR, REPLACEMENT OR REFUND ARE THE SOLE AND EXCLUSIVE REMEDIES FOR BREACH OF WARRANTY OR ANY OTHER LEGAL THEORY. TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, SAHASRA SHALL NOT BE LIABLE TO THE PURCHASER OR END USER CUSTOMER OF A SAHASRA PRODUCT FOR ANY DAMAGES, EXPENSES, LOST DATA, LOST REVENUES, LOST SAVINGS, LOST PROFITS, OR ANY INCIDENTAL OR
- CONSEQUENTIAL DAMAGES ARISING FROM THE PURCHASE, USE OR INABILITY TO USE THE SAHASRA

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	<p>PRODUCT, EVEN IF SAHASRA HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. SOME STATES OR OTHER JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL</p> <ul style="list-style-type: none"> - OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU. - THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE OR JURISDICTION TO JURISDICTION. 			
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