



# Limited Warranty Information



## Limited Warranty details for : Babyhug Safe Journey Forward Facing Car Seat

We at Babyhug ("Brand") make quality Products for babies and children. We warrant to the Buyer/User/Customer ("Consumer") of the Product ("Product(s)") that, for a period of 12 Months from the date of invoice ("Warranty Period"), the Product with normal use and service, be free from manufacturing defects. If any defect arises during the Warranty Period, the Brand shall at its sole discretion, repair or replace the Product or part(s) of the Product at no extra cost. This warranty will be governed by the following clauses: -

1. The limited warranty covers any manufacturing defect of the product.
2. This limited Warranty ONLY COVERS MANUFACTURING DEFECT AND does not cover ANY claims and/or damage ARISING from:
  - A. Normal wear and tear,
  - B. Misuse such as, but not limited to, improper storage, usage and Product care,
  - C. Failure to follow the instructions in the user guide,
  - D. Abuse, neglect, carelessness, or accident,
  - E. Modification or alteration of the Product,
  - F. Air transportation or freight damage,
  - G. Incorrect mounting or installation of third party parts that are incompatible with the Product
  - H. Damage by animals, lightning, abnormal voltage, fire, natural disaster, transportation or water
3. Any part or item which is added to the Product to make it more useful, versatile, comfortable or attractive will be termed as "Accessory(ies)"
4. This limited Warranty does not cover any Accessories like Seat Cover, Cushion, etc.
5. This limited warranty does not extend to claims arising from dislike or dissatisfaction with the Product in terms of fit, weight, functionality color or design.
6. This limited Warranty does not extend to Products which have been used contrary to the conditions for usage.
7. This Warranty is limited to Consumer of the Product for their personal use or family or household purposes. This Warranty does not extend to unauthorized purchases of the Product intended for resale or for Consumers who intend to use this Product for commercial use
8. In the event of replacement or repair of the Product during the Warranty Period, the Warranty of the Product shall thereafter continue only for the remaining unexpired period of original Warranty.
9. However for Products outside the limited Warranty Period, the product may be repaired in serviceable areas only by charging for the parts and services, at its own sole discretion on condition of Product being in repairable condition.
10. The repair and maintenance services under Warranty shall be provided only in serviceable areas under Brand's network. For Consumers out of service network, Only on call support shall be provided. For more details, please contact the Babyhug Customer Care Team.
11. If in case of any dispute the courts at Pune shall have exclusive jurisdiction over the matter.
12. Whilst under warranty, if the defect is found not to be of a manufacturing nature, Babyhug reserves the right to charge for any repairs carried out or spare parts provided.
13. This limited Warranty can be redeemed by writing to Babyhug Customer Care team at [customercare@brainbees.com](mailto:customercare@brainbees.com) OR by calling on **020 46608179**.

## Customer Care:



[customercare@brainbees.com](mailto:customercare@brainbees.com)



020-46608179 (From 10 AM to 7 PM India Time)  
(From Monday to Saturday)



[www.babyhug.in](http://www.babyhug.in)



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**Disclaimer :**

*This limited Warranty covers only the substantial manufacturing defects in materials and workmanship of selected and specified Babyhug Products. It shall be the sole discretion of the Brand to determine the kind of defect in the Product and whether the Product or the part(s) of the Product are eligible for repair/replacement or not. This Warranty is applicable exclusively for the Warranty Period as mentioned specifically in Warranty details and is applicable only where a defect has arisen, wholly or substantially, due to faulty manufacturing of the Product. Any damage due to wear and tear or normal handling of the Product is not covered under the Warranty. This Warranty does not cover any damage caused by the Buyer/User/Customer modifying, attempting to fix, or otherwise causing alteration to the Product in any manner. The Brand reserves the right to change the Warranty details at its sole discretion at any time without prior notice. Invoice is mandatory to claim the Warranty.*

**WARRANTY COVERS ONLY MANUFACTURING DEFECTS**



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