

Gorilla Ceiling fan warranty guidelines

Period of Coverage

The Warranty Period commences on the date the Product is purchased or 15 days after the product is shipped or 3 months from the date of manufacturing. In both residential & non residential application, warranty of motor is 3 years. For other components and accessories, warranty is 1 year unless stated in the table below

ANY IMPLIED WARRANTY OR MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, MADE WITH RESPECT TO THIS PRODUCT OR ANY OF ITS COMPONENTS AND ACCESSORIES IS DISCLAIMED AND REPLACED BY THE TERMS OF THIS WARRANTY.

	Commercial	Residential
Motor	3 years	3 years
Remote	1 year	1 year

What is covered?

This Warranty is provided by Atomberg Technologies Pvt Ltd and covers the motor and other components of your Gorilla ceiling fan against all defects in workmanship & materials. Costs incurred in removal or reinstallation of the product is borne by customer. You must be the original purchaser or user of the Product to be covered. This warranty only applies to Gorilla ceiling fans, and is limited solely to products purchased directly from

- Atomberg's website
- Third party website (only if seller is Atomberg or the third party itself) like Amazon or Flipkart
- Atomberg's authorized partners.
- Directly from Atomberg

Warranty coverage applies to new units only.

Other Warranty conditions

- The purchase proof should carry the date of purchase
- Atomberg Technologies and/or its authorized service centre, reserve the right to retain worn out or defective part(s) or component(s) replaced during the course of repair carried out under the warranty repair.
- The remaining period of warranty after a warranty claim, remains in force only for the unexpired period of the warranty of the original product. The time taken for repair/replacement and in transit whether under the warranty or otherwise shall not be excluded from the warranty period

What will Atomberg do?

During the Warranty Period, Atomberg will, at its option and cost:

- Repair or replace the affected component(s) of any defective motor, component, or accessory at the nearest Atomberg Service Centre or from main office.
- Repair or replace the defective product at the nearest Atomberg service center or from main office.
- Refund the entire amount.

Steps Required For Warranty Period

In order to obtain the warranty, you must have proof of purchase of the ceiling fan. Warranty is valid to only original purchaser.

Contact the Atomberg Technical Support Department as soon as possible after the issue is discovered by:

- a) Visiting the Atomberg website and submitting a “support request”
- b) Calling the Technical Support phone number listed for your region.

Scenarios when Warranty is Invalid

Warranty is not valid in the following cases:

- Damages from improper installation, neglect, accident, misuse, natural disaster, exposure to extremes of heat or humidity, or as a result of any modification to the original product or not operating as per Atomberg’s guidelines
- Causes beyond control like lightning, abnormal voltage, acts of god or while in transit to service centre.
- Warranty does not cover changes in the finish, including rusting, pitting, corroding, tarnishing, or peeling.
- Warranty card or the proof of purchase is not provided at the time of service or have been altered in any way or made illegible
- The warranty is not applicable for the accessories or peripherals like shaft, canopy, hook assembly kit, fan leaf and remote control
- The warranty does not cover product parts that are subject to wear or which can be considered as consumable parts (example: batteries, etc.) by their nature or are made of plastic
- In case of online order , damages in transit including blade bend, color issues & other ornamental concerns will be covered only upto 20 days from the date of shipment