
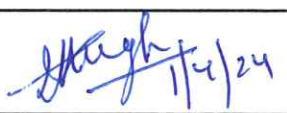


**Annexure -1**

*After Sales Service Policy*

*For*

**FMEG  
Products**

Signature		
Date	1.4.2024	1.4.2024
	Approved by	Approved by
Name	Vilas Mahale	Ishwinder singh Khurana
Designation	<b>AVP - Customer Services</b>	<b>Executive President - Consumer BU</b>

**POLYCAB INDIA LIMITED**

Registered Office:

Unit - 4, Plot No. 105

Halol Vadodara Road, Village: Narpura

Taluka: Halol, Panchmahal, Gujarat 389 350

CIN No. L31300GJ1996PLC114183

Corporate Office:

Polycab India Limited

#29, The Ruby, 21st Floor, Senapati Bapat Marg,

Tulsi Pipe Road, Dadar (West),

Mumbai - 400 028

## Objective:

To provide Policy and Guidelines to Customer Service Team for efficient & speedy resolution of customer complaints leading towards enhanced Customer & Trade Satisfaction.

## Scope:

For all range of Products in FMEG Business

## Applicability:

All Branches & Service Centres

## Applicable from:

April 01, 2024

## Warranty Terms –

Warranty on Products would be as mentioned in below Table, unless specified otherwise:

	Product Category	Warranty	
		End Consumer	Channel Partner
		(From Date of Purchase)	(From Date of Manufacturing)
Fans & Appliances	Ceiling Fans / TPW / Exhaust / Fresheners Fans	24 months	30 months
	Ceiling BLDC Fans	36 months	42 months
	Industrial Fans / Air Circulators / Heavy Duty Exhaust Fans	12 months	18 months
	Water Heaters / Dry Irons / Steam Irons	24 months	30 months
	Air Coolers	12 months	18 months

Business	Product Category	Warranty	
		End Consumer	Channel Partner
		(From Date of Purchase)	(From Date of Manufacturing)
PUMPS	Domestic/Agro Products	12 months	18 months
	Flow master I/Flow master II/Ultra	24 months	30 months

Business	Product Category	Warranty	
		<b>End Consumer</b>	<b>Channel Partner</b>
		(From Date of Purchase)	(From Date of Manufacturing)
Lighting & Luminaries	LED Bulbs/Decorative Bulbs/Battens	12 months	18 months
	Streetlights/Flood Light/High Bays	24 months	30 months
	Well Glass/Bollard /Post Top	24 months	30 months
	LED Panel/Down Lights (SQ & Round) & Commercial Panels Light (2*2&1*4)	24 months	30 months
	Specialty Lamps (Emergency/Sensor/RGB Bulbs) & Electronic Ballast	12 months	18 months

Business	Product Category	Warranty	
		<b>End Consumer</b>	<b>Channel Partner</b>
		(From Date of Purchase)	(From Date of Manufacturing)
EWA	Switch & Socket	120 months	120 months
	Touch Switches	12 months	18 months
	Electronic Fan Regulator / Dimmer / Mini MCB / Starter / Skirting Light / Buzzer / RJ 11 / RJ 45	24 months	30 months
	Accessories (Multiplug / Spike Guard / Doorbells/ Flexbox etc.)	12 months	12 months

Business	Product Category	Warranty	
		<b>End Consumer</b>	<b>Channel Partner</b>
		(From Date of Purchase)	(From Date of Manufacturing)
Switchgear	MCB & Isolator	84 months	84 months
	RCCB /RCBO & Changeover MCB	36 months	36 months
	ACCL & Distribution Board	12 months	12 months

Business	Product Category	Warranty	
		<b>End Consumer</b>	<b>Channel Partner</b>
		(From Date of Purchase)	(From Date of Manufacturing)
HOHM	Smart Ceiling Fans/Water Heater	24 months	30 months
	Smart Bulb/Batten/Panel Lights	24 months	30 months
	Smart Plug/IR Blaster	24 months	30 months
	Smart Switches	24months	30 months



### **Warranty Guidelines for Trade / Institutional Customers:**

- After Sales Service would be render to our customers (i.e., Dealers / Distributors OR end user of the product) at their residence, showroom & Godown.
- Warranty will be considered from date of purchase for end consumers & date of manufacturing for channel partners for Defective returns.
- Customer's needs to register service request at our POLYCAB Toll-Free No.1800 267 0008 or email us on [customer@polycab.com](mailto:customer@polycab.com) or on WhatsApp no 73044 85540.
- Warranty will be applicable against Manufacturing Defects only & under the warranty period for replacing spare parts. No Consequential damage will be entertained.
- Warranty period to be verified at the time of attending the complaint. If product is under warranty, it will be repaired free of cost.
- If product is found non-manufacturing defective, even under warranty period, it will be repaired on chargeable basis.
- The product replacement policy does not cover in-shop display / demo products at dealer / distributor / retailer end.
- Sale from authorized Dealers/ sub-dealers/ retailers to customer / consumer - Warranty is from date of GST paid purchase Invoice for consumer.
- In any case purchase invoice should clearly mention product serial number and date of invoicing.
- No over writing on Warranty Card / Invoices will be accepted for any under warranty product repairs.
- In the unlikely event of customer / consumer not producing the invoice copy, then the warranty shall be given strictly based on month of manufacturing as mentioned in the above tables.
- POLYCAB does not accept any responsibility of warranty in case of if the product is found to be repaired or opened by persons not authorized by POLYCAB to carry out such repairs. Warranty does not cover consequential damage / defects of any nature resulting of improper selection / improper installation / improper uses etc. of the products.

### **Repair / Replacement of Units:**

If due to any reason (Like wants of spares parts), product can't be repaired within 7 days, Replacement needs to be issued towards closure of the complaint.

### **Precautions To Be Exercised While Giving Replacements:**

- The new product being given as replacement is not to be given a warranty for the entire period but only for the remaining warranty period, from the date of purchase of original product.
- The original warranty card and bill are to be taken back from the customer for certain remarks / noting to be made before handing the same back to him.
- On the copy of original bill please cancel the original serial number and mention the new serial number of the (new) product. Also put a remark "Old Sr. No. \_ replaced on date with new Sr. No. \_"
- Please note that the Warranty Expiry Date shall remain unchanged i.e. In case a customer has bought a new product, having one-year warranty.

**Important:**

Distributors / Dealers and Retailers are not authorized to attend to or repair customer complaints (unless specifically) authorized by the company in writing). In case of it is found that defective returns of FGs from any Distributor / Dealer or Retailer to the company, have been attempted for repairs by them leading to the product having reached a state of replacement the company shall not be obliged to replace these units. At its sole discretion the company may have the same repaired and debit the cost of repairs to the party concerned OR return the materials on as is basis.

**Sales Team is to ensure that Distributors and Dealers are informed to comply with this requirement failing which the company shall debit them for such returns and shall not entertain any requests for a waiver.**

**Return of Spares (Defective) by Service Centres:**

Defective Units (Spares) must be properly packed while dispatching the same to the Warehouse. It must be ensured that all the materials are properly tagged. Materials that are not tagged wouldn't be accepted and would be returned on *as is* basis unless approved by Regional Service Manager. The cost of sending such materials back would be borne by the Service Centre.

**Defective Return (FGs) by Dealers / Distributors:**

- Defective Units must be authorized by service team and properly packed while dispatching the same to the Warehouse. It must be ensured that all the materials are properly tagged. Materials that are not tagged wouldn't be accepted and would be returned on *as is* basis unless approved by Regional Sales Manager. The cost of sending such materials back would be borne by the channel partner.
- Defective Units returned must be complete in all respect i.e., no part / accessory should be missing. For all the units with missing part / accessory, cost of part / accessory would be recovered by Debit Note.

**Transit Damage / Missing Accessories / Short Delivery:**

Dealer / Distributor needs to inform us, within 30 days from the date of receipt of materials, about any damage / missing accessory or short delivery. For Minor Transit Damages like Packing damage, Canopy broken, trim Damaged etc, Units would be rectified at the Dealer / Distributor end while for the Major Transit Damages like Dent marks, Body damaged, product(s) need(s) to be returned to Warehouse as per the Defective Return Process mentioned above. For missing accessory / short delivery, required Spare / Accessory would be issued to the Dealer on Free of Cost (FOC) basis as recommended by Branch Service Head. If any such case is reported after 30 Days, Approval needs to be taken from Business Head.



### **Warranty is VOID for following Reasons:**

- Product failure caused by faulty power supplies (High & Low / Surge Voltage, Improper installation, and Earthing)
- Defect caused by connection to any material, additional equipment, or parts other than recommended by POLYCAB.
- Defect caused by Natural calamities like Lightning, Fires, Flood, Earthquake etc.
- Defect caused by misuse, accidents, abuse, Neglect, Mishandling, Misapplication, Improper Handling / Installation by the user / installer.
- Product which has been Modified or Tampered by any other person other than POLYCAB Authorized Personnel.
- The product is serviced by non-authorized POLYCAB personnel.
- Warranty / Product serial number sticker open / tampered.
- The product has been subjected to misuse by the user and found to be damaged due to winding failure on account of single Phasing, overloading, high/low voltage, lightning, water entry, sand content, solid entry, wrong head selection, wrong application and/or use of the product contrary to the instructions given in the warranty booklet and instruction manual.

### **RMA Process:**

- Without inspection & authorisation by the service team, POLYCAB would not be accepted any returned material from channel partners.
- Material received at the Depot without being inspected by the service team & not found any supporting document like (RSO /Invoice copy) will not be Unloaded at our depot. Sent back to the concerned channel partners at their cost (To Pay basis)
- As per PJP plan, Service Team would arrange Inspection of Material, through Service LAS or Authorised Service Centre, lying at Dealer / Distributor point based on the request received from Sales Team.
- Service Team would prepare the "Inspection Report" in system with Retuned reasons.
- The validity of the replacement tag will be 45 days from the date of issue, once the validity expires the product will be considered out of warranty.
- Inspection Report would have details of Tagged / Untagged Materials details along with reasons for Returns.
- Separate RSO will be prepared mentioning the reasons for accepted and rejected material.
- Untagged materials that are outside manufacturing warranty (>18 / >30 months) would require Approval from BU Head.
- Replacement needs to be given by the Dealer only for the Tagged Materials (Authorized by Service Centres).
- On approval of RSOs from BU head, Branch Logistic Team arrange the pick – up from dealer. A weekly MIS needs to be shared by Logistic warehouse team with the status of RSOs to all the relevant stakeholders.
- For any mismatch material, as informed by Warehouse Team, Sales Coordinator need to ensure that RSO is changed and revised RSO is shared with the Warehouse & Sales Team Member who would arrange for the Revised Invoice, as & if required. Sales coordinator requires to follow-up with Warehouse for materials pick-up within defined timeline as communicated by Warehouse / Logistics Team.
- Warehouse would do the GRN and confirm to all the concerned. Sales coordinator would share the CN Copy to all the relevant stakeholders.

### **Pls be informed:**

- *All the Good FG RMA (Sales Return) would require approval from BU Head for generating RSO.*
- *All the Approvals / Clearances in System (Oracle) would be done by BU Head.*
- *Direct Replacement must be discouraged.*
- *Timeline at each level must be kept in mind and must be cleared off ASAP to avoid any delay in processing.*

### **Warranty Guidelines for Authorised Service Centre (ASC):**

- After Sales Service would be rendered to our customers (i.e., Dealers / Distributors OR end user of the product) at their residence, showroom & Godown.
- POLYCAB will provide CRM software to ASC for customer Call management.
- CRM Login ID will be provided by POLYCAB.
- Warranty will be considered from date of purchase for end consumers & date of manufacturing for channel partners for Defective returns.
- Customer Service calls within the radius of 30 Kms. of the ASC Location are considered as **In City Calls**.
- Customer Service calls which are more than 30 Kms. from the ASC Location are considered as **Out City Calls**.
- Minimum 85% In city calls to be resolved within 48 hrs during the month.
- Minimum 85% Out city calls to be resolved within 48 hrs during the month.
- Customer appointment must be taken within 2 hrs from Call registered time & TAT should be 80% during the month.
- Mobile App call closure should be >85%.
- In case of Institutional customer calls over and above proof purchase, rubber stamp along with the signature is mandatory.
- In case of Channel Partners calls, rubber stamp along with the signature is mandatory.
- Product Image, Product Sr. No. Image, Proof of Purchase/Warranty Card must be uploaded in CRM for all warranty repairs closed calls.
- Logistics Services would be done through appointed courier / Transport company for all spare parts transactions and spare parts returns must be done through POLYCAB authorized logistics only. No courier charges will be reimbursed if any other mode is used.
- For spares parts billing for warranty services, Credit limit defined to newly appointed service centre should be Rs.50,000/- (Fifty Thousand rupees), It should be varied as per call load volume and required Business head approval.
- Credit period for spares parts given to service centre should be 60 days.
- If credit amount (Outstanding) will be more than 60 days then we shall raise the debit note to ASF.
- Under Warranty consumed spare parts must be returned to POLYCAB at least once in fortnight and preferably more than two time during season.
- Local Purchases are allowed only if it's approved by Branch Service manager and for traceability of such component/s, shall have to be mentioned in CCM Remarks column while closing the call.
- Wrong closure of calls would attract a Penalty of ₹ 1000.00 per call.
- Call registration is not permitted from ASC or Service technicians mobile no.
- Reimbursements will be done only for those calls which appears as under warranty resolved between 26<sup>th</sup> to 25<sup>th</sup> cycle of every month in CRM.
- Spare parts replacement will be done only against Under Warranty consumed spare parts.
- For in city/ out city full/ half day man days' utilization Branch Service manager approval needs to be obtained and supported while making the claim. (per man-day = 8hrs)
- No additional conveyance/ travelling/ lodging & boarding expenses shall be paid.
- Sundays or any other holidays shall be inclusive for calculation resolution time.
- Recommended Installation / Out of Warranty call Service charges as per defined by POLYCAB and agreed amount between customer and ASC, must collected by ASC from Customer only.
- Monthly claims must be submitted to Customer Care In charge on or before 5<sup>th</sup> of every month. Failing which the claim reimbursements will be delayed / processed during subsequent month.
- GST, as applicable, shall be extra.
- The product replacement policy does not cover in-shop display / demo products at dealer / distributor / retailer end.
- ASC needs to take product replacement approval from concern branch service in charge and issue the TAG number and paste on product.
- In case of pump replacement authorization / tag pasting done by ASC & In reverse scrutiny if product found in ok condition, then the cost of the product would be debited to the concern ASC.
- For Project calls of B2B business, Repair Charges will be Rs.45/-per product and its on approval of BSM & RSM.



## Service Compensation

(W.E.F.1<sup>st</sup> April,2024)

Fans & Appliances					
Product Category	Repaired Charges	In-city Calls		Out-city Calls	
		If TAT >85%	If TAT <85%	If TAT >85%	If TAT <85%
Ceiling Fans – NON-BEE/BEE/BLDC	Rate per call	₹ 165	₹ 137	₹ 330	₹ 275
TPW fans Exhaust fans Air Circulators Water Heater Dry & Steam Irons Air coolers	For four or more than four calls at Institutional Customer's/ Channel Partner's	₹ 550		₹ 990	
	Project Calls / Working at POLYCAB Godown etc. (where no. of product installed are large nos)	₹ 800	₹ 450	₹ 950	₹ 550
		<i>per man day</i>	<i>per half man day</i>	<i>per man day</i>	<i>per half man day</i>
Storage Water Heater	Recommended Installation charges per Product	₹ 250		₹ 450	
Super Premium fan	Recommended Installation charges per Product	₹ 200		₹ 400	

Lighting & Luminaries					
Product Category	Repaired Charges	In-city Calls		Out-city Calls	
		If TAT >85%	If TAT <85%	If TAT >85%	If TAT <85%
Streetlights/Flood Lights/High Bays	Rate per call	₹ 165	₹ 137	₹ 330	₹ 275
Well Glass	For four or more than four calls at Institutional Customer's/ Channel Partner's	₹ 550		₹ 990	
Bollard	Project calls / Working at POLYCAB Godown etc. (where no. of product installed are large nos)	₹ 800	₹ 450	₹ 950	₹ 550
Down Lights		<i>per man day</i>	<i>per half man day</i>	<i>per man day</i>	<i>per half man day</i>
Panel Lights	Recommended Installation / Out of Warranty call charges	₹ 250		₹ 450	
LED Lamps / Battens	Non-Serviceable				



Switch					
Product Category	Repaired Charges	In-city Calls		Out-city Calls	
		If TAT >85%	If TAT <85%	If TAT >85%	If TAT <85%
Switch & Sockets & Accessories	Rate per call	₹ 165	₹ 137	₹ 330	₹ 275
	For four or more than four calls at Institutional Customer's/ Channel Partner's	₹ 550		₹ 990	
	Project calls / Working at POLYCAB Godown etc. (where no. of product installed are large nos)	₹ 800 <i>per man day</i>	₹ 450 <i>per half man day</i>	₹ 950 <i>per man day</i>	₹ 550 <i>per half man day</i>

Switch Gear					
Product Category	Repaired Charges	In-city Calls		Out-city Calls	
		If TAT >85%	If TAT <85%	If TAT >85%	If TAT <85%
MCB	Rate per call	₹ 165	₹ 137	₹ 330	₹ 275
ISOLATOR					
RCCB					
RCBO	For four or more than four calls at Institutional Customer's/ Channel Partner's	₹ 550		₹ 990	
ACCL Changeover Distribution Board	Project calls / Working at POLYCAB Godown etc. (where no. of product installed are large nos)	₹ 800	₹ 450	₹ 950	₹ 550
		per man day	per half man day	per man day	per half man day

Pump					
Product Category	Repaired Charges	In-city Calls		Out-city Calls	
		If TAT >85%	If TAT <85%	If TAT >85%	If TAT <85%
Domestic	Rate per call	450	300	700	500
Agro		550	400	750	550

HOHM					
Product Category	Repaired Charges	In-city Calls		Out-city Calls	
		If TAT >85%	If TAT <85%	If TAT >85%	If TAT <85%
Smart Ceiling Fans & Water Heater, Smart Bulb/Batten/Panels/Smart Plug / IR Blaster/switches	Rate per call	₹ 200	₹ 150	₹ 400	₹ 300
Installations Charges					
Smart Ceiling Fans	Recommended Installation & Configuration (Per product)	₹ 200		₹ 400	
Smart Water Heaters		₹ 250		₹ 450	

**Rewinding Charges** (over and above the per call charges) would be paid as per the below rates:

SN	Description	Rewinding Charges (₹)
1	0.50 HP	950
2	0.75 HP	1000
3	1.0 HP	1,100
4	1.5 HP	1,350
5	2.0 HP	1,450
6	3.0 HP	1,900
7	5.0 HP	2,750
8	7.5 HP	4,200
9	10.0 HP	5,400
10	12.5 HP	6,400
11	15.0 HP	8,000
12	20.0 HP	8,500
13	25.0 HP	9,250
14	30.0 HP	10,100
15	35.0 HP	10,800
16	40.0 HP	11,550

\*Applicable Taxes Extra

**Painting Charges** for Pump body would be ₹ 150.00 per product. However, this activity would require Prior Approval from BU Head.

**Charges for Replacement of Volute, Rotor and Shaft** would be as mentioned below:

Activity	<7.5 HP	7.5 HP & Above
Replacement of Volute	150	200
Replacement of Rotor	150	200
Replacement of Shaft	500	1,200

### **Terms & Conditions:**

- All the above charges are Per Product, Per Call and in ₹ only.
- Outstation Charges include TA / DA too. No conveyance would be paid separately.
- If the Product is referred for 'Repair at Service Centre', Customer must bring the Unit to the Service Centre for necessary repair. Taking out Pumps from the Borewell / Well / River, etc. would be the responsibility of the Customer, not the Service Centre.
- No Charges would be paid for carrying the Defective Product from / to Customer's / Channel Partner's premises.



**Fixed Compensation:**

Being a New Entrant / Low Call volume in the segment, it would be difficult to appoint a new Service Centre wherein the calls are less and thus viability of a Service Centre would be a concern.

Hence, the Service Centre would be paid Fixed Compensation, as mentioned below, to compensate their official expenses:

City Category	Fixed Compensation per month (₹) *
A (Tier-1)	5,000
B (Tier-2)	4,000
C (Tier-3)	3,000

Classification of Cities would be in line with our HR Policy.

Business Travel Policy (Domestic)	
Tier	City
Tier 1	Mumbai, Delhi, Delhi NCR, Bengaluru, Chennai, Kolkata
Tier 2	All State Capitals and Ahmedabad, Agra, Amritsar, Chandigarh, Guwahati, Cochin, Coimbatore, Indore, Jodhpur, Goa, Kanpur, Pune, Secunderabad, Udaipur, Vizag, Varanasi
Tier 3	All other cities

The above Fixed Compensation is valid till the Service Centre receives 30 calls a month. Apart from the Fixed Compensation, Service Centre would be entitled for call charges as per the charges mentioned above as approved by Branch Service Head.

Once the threshold of 30 calls is crossed, Service Centre would be paid on Call basis only i.e., Fixed Compensation would be withdrawn.

Note-\* The fixed compensation of the service provider is subject to TAT >85% within 48 Hrs in all slabs, deviation from the same would require approval from the Branch /Regional Service Manager.

**Incentives / Penalties:**

Incentives and Penalties are linked with the performance. Sooner the satisfactory closure, higher the per call rate (As mentioned under *Compensation*).

**Incentive Structure:** Overall, TAT achievements required >85% within 48Hrs, then Service partners applicable for incentives as per mentioned below:

Criteria	Incentive for		Applicability
	In City	Out City	
24 Hrs Closure >=70%	30	50	For the Calls closed within 24 Hrs & TAT must be >=70%
24 Hrs Closure <=70%	10	20	For the Calls closed within 24 hours only
Overall Mobile App Closure >=85%	10	10	For all the Calls closed through Mobile App
Customer Appointment within 2 Hrs from the time of registration 80%	10	10	Appointment of Customer within <=2 Hrs

**Security Deposit:**

1. Service Provider shall, for due performance of the terms and conditions of this Agreement, maintain Security Deposit as per Company requirements basis service call volume. Slabs are set out below:

Calls Volume	Security Deposit Amount (INR)
0-50 calls	10,000
50-100 calls	20,000
100-200 calls	30,000
Above 200 calls	40,000

**Service Charges - Out Warranty/Installations Products**

Service Charges			
Out Warranty			
Product Group	Products Category	Charges at Customer place	Charges at Service Centre
Fans	Ceiling Fans-BEE/Non-BEE/BLDC	₹.250/-	₹.150/-
	Pedestal/Table/Wall Fans		
	Air Circulators/Exhaust Fans		
Appliances	Water Heaters (Instant & Storage)	₹.300/-	₹.200/-
	Air coolers	₹.250/-	₹.200/-
	Dry/steam Irons	₹.150/-	₹.100/-
Lighting & Luminaries	Streetlights/Flood lights/High bays/Panels lights	₹.200/-	₹.100/-
	Other serviceable products		
Pumps	Domestic	₹.600/-	₹.400/-
	Agro	₹.900/-	₹.700/-
Installation			
Product Group	Products Category	Charges (In Rupees)	
		In-City	Out-City
Fans	Super Premium Ceiling Fans	₹.200/-	₹.200/-
Home Appliances	Storage Water Heater	₹.250/-	₹.250/-

**Terms & Conditions:**

- All the Charges are in ₹ only & exclusive of any applicable taxes.
- The Charges mentioned above are for Carry – in Services. Conveyance Charges for Home Visit would be extra and would be communicated by the Service Centre.
- The Charges are Labour Charge only. Spare Parts Charges, if any, would be extra.
- Installation Charge does not include Plumbing, Accessory Charges.
- For Street / Flood Lights / High bays, it would be the responsibility of the Customer to get the product down from the Pole.