

Terms and Conditions

Welcome to Inventra.

These terms and conditions outline the rules and regulations for the use of Ridham Enterprise Pvt Ltd.'s Website, located at inventra.store.

By accessing this website, we assume you accept these terms and conditions.

1. Service Request & Ticketing

- 1.1 All hardware repair requests must be initiated through our ticketing portal.
- 1.2 The client must provide complete and accurate details of the issue, including device make/model, serial number, and description of the problem.
- 1.3 No repair will be accepted or processed without a valid ticket.

2. Repair Charges & Pricing

- 2.1 All repairs are strictly chargeable unless the device is covered under a valid OEM (Original Equipment Manufacturer) warranty.
- 2.2 A diagnostic fee may be applicable and will be included in the final invoice. (If Applicable)
- 2.3 A repair estimate will be shared for client approval before work is started. No work will proceed without confirmation on portal.
- 2.4 Repair charges may vary depending on parts availability, OEM policies, or service type.

3. OEM Warranty Policy (For Apple Devices)

- 3.1 Devices covered under OEM warranty (Apple Limited Warranty) may be eligible for free repair or replacement **only if the issue is covered under the OEM's terms.**
- 3.2 OEM warranties (Apple Limited Warranty), **do not cover issues caused by:**
 - Accidental & Physical damage
 - Liquid damage
 - Unauthorized modifications
 - Electrical surge or third-party tampering
- 3.3 Once the OEM warranty expires, **all repairs will be performed on a chargeable basis**, and standard service terms will apply.
- 3.4 Any warranty eligibility is subject to verification and acceptance by the OEM. We will facilitate the process but are not responsible for Service center rejection.

4. Repair Warranty (Third Party Repairs)

4.1 All chargeable repairs completed by Ridham Enterprise Pvt Ltd include a **90-day limited repair warranty**.

4.2 This warranty covers only the specific part or service repaired.

4.3 Issues unrelated to the original repair, or those caused by user damage, are not covered.

5. Payment Terms

5.1 All payments must be made through the official **ticketing portal payment gateway** only.

5.2 Payments outside the portal are **not accepted**, except in the case of **unidentified or off-system issues** where billing is necessary.

5.3 Work will commence only after payment is confirmed, unless explicitly agreed otherwise in writing.

6. Refund Policy

6.1 Refunds are provided **only if the device is non-repairable and no repair work was performed**.

6.2 Once repair is completed, and the device is delivered or picked up, **no refund will be Provided as per Policy**.

6.3 Any approved refund will be processed within **10–14 working days**.

7. Client Responsibilities

7.1 The client must back up all data before submitting any device for repair. **Ridham Enterprise Pvt Ltd** is not responsible for data loss during servicing.

7.2 Devices must be submitted in an unlocked state or with accessible credentials for full diagnosis.

7.3 Quotations must be approved or declined within **5 business days** to avoid delays.

7.4 Secure data wipe is required before submitting the device for repair.

8. Data Theft, Loss & Leakage

8.1 **No responsibility is accepted for data loss, theft, or leakage** during inspection, repair, or transit.

8.2 The client is solely responsible for:

- a) Creating a complete backup of all files and data before handing over the device.
- b) Removing sensitive or confidential information prior to repair.
- c) Informing Ridham Enterprise Pvt Ltd in writing if the device contains regulated, confidential, or high-risk data.

8.3 Under no circumstances shall **Ridham Enterprise Pvt Ltd** be held liable for:

- a) Loss of data due to hardware failure or repair procedures
- b) Unauthorized access to data resulting from device configuration or existing vulnerabilities
- c) Indirect or consequential damages resulting from data compromise

9. Repair Limitations

9.1 If a device is returned unrepaired (client declines estimate or no solution found), a diagnostic fee may still apply.

9.2 Repair timelines may vary due to vendor lead time or logistics.

10. Communication & Updates

10.1 All updates, approvals, and correspondence must occur via the ticketing portal.

10.2 Clients must regularly check ticket status and respond promptly.

11. Final Delivery & Acceptance

11.1 Client must inspect the device upon return.

11.2 Any post-repair issues must be reported within **4 Working Days** via the ticketing system.

11.3 After this period, the ticket will be marked closed and accepted by default.