

Terms and Conditions

1. Agreement to Terms

By accessing and using this website (www.simosecureon.com), you agree to comply with and be bound by these Terms and Conditions. If you do not agree with any part of these terms, please discontinue use of this website immediately. SIMO Screens Private Limited reserves the right to modify these terms at any time without prior notice. It is your responsibility to review these terms periodically for changes.

2. Scope of Website

This website serves as an information platform for SIMO Securon fixed knot fencing products and services. We do not conduct direct online sales to consumers. All product purchases must be made through our authorized dealers and distributors network.

3. Key Definitions

- **Company/SIMO** – SIMO Screens Private Limited (CIN: U25993MH2023PTC410347)
- **Website/Platform** – www.simosecureon.com and associated digital properties
- **Authorized Dealers** – Approved dealers and distributors in our network
- **Products** – SIMO Securon Alpha, SIMO Securon Zeta Nova, and related fencing solutions
- **Services** – Technical support, installation guidance, and customer assistance

4. Eligibility and User Responsibilities

4.1 Who Can Use This Platform

- Business entities seeking fencing solutions
- Potential dealers and distributors
- Construction professionals and contractors
- Government and institutional buyers
- Individual consumers for information purposes

4.2 User Responsibilities

- Provide accurate information when making inquiries
- Use legitimate contact details for business communications
- Respect intellectual property rights
- Use the platform only for lawful purposes related to fencing solutions

5. Information Collection and Privacy

5.1 Information We Collect

- Contact details provided through inquiry forms
- Business information for dealer applications
- Technical requirements for project consultations
- Website usage data for improving user experience

5.2 Use of Information

- Responding to product inquiries and quotation requests
- Facilitating connections with authorized dealers
- Providing technical support and installation guidance
- Business development and partnership opportunities

5.3 Information Security

We implement appropriate security measures to protect your information. However, no method of transmission over the internet is 100% secure.

6. Dealer and Distributor Network

6.1 Authorized Sales Channels

All SIMO Securon products must be purchased through our authorized dealer and distributor network. We do not sell directly to end consumers through this website.

6.2 Dealer Applications

Interested parties may apply to become authorized dealers through our partnership application process.



SIMO Screens Private Limited

Register Office: 504 Brij Bhumi, Plot 263/264, CA Road,
Near Telephone Exchange Sq, Nagpur, MH - 440008



All dealer agreements are subject to separate terms and conditions.

6.3 Dealer Responsibilities

Authorized dealers must comply with our quality standards, warranty procedures, and customer service requirements.

7. Product Information and Technical Data

7.1 Accuracy of Information

We strive to provide accurate product specifications and technical data. However, specifications may be updated without notice. Always verify current specifications with our technical team before finalizing orders.

7.2 Product Availability

Product availability varies by region and is subject to dealer inventory. Contact your nearest authorized dealer for current stock status.

7.3 Custom Solutions

Custom product specifications and special requirements are subject to technical feasibility and minimum order quantities.

8. Return Policy for Defective Products

8.1 Return Eligibility

Returns are accepted **only for manufacturing defects** identified upon delivery and initial inspection. We do not accept returns for:

- Products damaged during installation or use
- Products installed incorrectly or not according to our specifications
- Normal wear and tear
- Products damaged due to environmental factors, chemicals, or external impacts
- Products that have been modified, welded, or altered after delivery
- Change of mind or project requirements

8.2 Manufacturing Defects Defined

Manufacturing defects include:

- Visible wire breakage due to faulty manufacturing (not external damage)
- Coating defects that do not meet specified GSM standards
- Incorrect wire gauge or tensile strength specifications
- Faulty knot construction that affects structural integrity
- Packaging or labeling errors that result in wrong product delivery

8.3 Return Process and Timeline

8.3.1 Inspection Period

- Products must be inspected immediately upon delivery
- Defective products must be reported within **7 days** of delivery
- Returns will not be accepted after installation has commenced

8.3.2 Return Procedure

1. **Immediate Notification:** Contact your authorized dealer and our customer service at +91 9373 008466 within 7 days
2. **Documentation:** Provide clear photographs of the defect and original purchase documentation
3. **Technical Review:** Our technical team will review the reported defect
4. **Return Authorization:** If approved, a Return Authorization Number will be provided
5. **Product Return:** Products must be returned in original packaging through authorized dealer

8.4 Return Requirements

- Products must be in original, unopened packaging
- All original labels and tags must be intact
- Return Authorization Number must be clearly marked on packaging
- Products must be returned to the same authorized dealer from whom purchased
- Customer is responsible for return shipping costs unless defect is confirmed



(+91) 9373004866



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8.5 Resolution Options

8.5.1 Confirmed Manufacturing Defects

For confirmed manufacturing defects, we will provide:

- **Replacement:** Like-for-like product replacement at no charge
- **Credit:** Full credit toward future purchases (if replacement unavailable)
- **Shipping:** We will cover return and replacement shipping costs

8.5.2 Non-Defective Returns

If inspection reveals no manufacturing defect:

- Product will be returned to customer
- Customer bears all shipping and inspection costs
- No refund or replacement will be provided

8.6 Return Limitations

- Maximum return period: 7 days from delivery
- Returns processed only through original authorized dealer
- Products must not have been installed or used
- Custom or special-order products are non-returnable unless defective
- Installation materials and accessories are non-returnable

8.7 Inspection and Quality Control

- All returned products undergo thorough technical inspection
- SIMO Screens Private Limited reserves the right to determine defect validity
- Third-party inspection may be arranged for disputed claims
- Inspection results are final and binding

8.8 Contact for Returns

Return Inquiries:

- Phone: +91 9373 008466
- Email: sales@simosecureon.com
- Address: 120 Brij Bhumi, Plot 263/264, CA Road, Near Telephone Exchange Sq, Nagpur, Maharashtra - 440008

9. Prohibited Uses

You must not use this website to:

- Engage in any unlawful activities
- Collect user information for unauthorized purposes
- Attempt to gain unauthorized access to secure areas
- Upload malicious software or viruses
- Interfere with website functionality or security
- Misrepresent your identity or business credentials
- Use information for competing business purposes
- Violate any applicable laws or regulations

10. Intellectual Property Rights

10.1 Ownership

All content on this website, including but not limited to text, images, logos, product designs, and technical specifications, is owned by SIMO Screens Private Limited and protected by intellectual property laws.

10.2 Limited Use License

You may view and download content for personal or business evaluation purposes only. Commercial use requires written permission.

10.3 Trademark Protection

SIMO Securon, SIMO Screens, and related trademarks are proprietary to SIMO Screens Private Limited.

11. Warranty and Technical Support

11.1 Product Warranties

Our products are covered by specific warranty terms as detailed in our warranty documentation. Warranty coverage applies only to products purchased through authorized dealers with proper registration.

11.2 Technical Support

We provide technical support for product selection, installation guidance, and troubleshooting through our



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authorized dealer network and direct technical helpline.

11.3 Installation Requirements

Warranty coverage requires professional installation according to our specifications and guidelines.

12. Limitations of Liability

12.1 Website Usage

Your use of this website is at your own risk. We provide information on an "as-is" basis without warranties of any kind.

12.2 Business Decisions

We are not responsible for business decisions made based on information from this website. Always consult with our technical team for project-specific requirements.

12.3 Third-Party Links

We may provide links to third-party websites for convenience. We are not responsible for the content or practices of these external sites.

12.4 Maximum Liability

Our total liability for any claims arising from use of this website shall not exceed the amount paid by you for products purchased through our authorized dealers.

13. Feedback and Reviews

13.1 User-Generated Content

When submitting reviews, testimonials, or feedback, you grant us permission to use this content for marketing purposes.

13.2 Content Standards

All user-generated content must be:

- Honest and based on actual experience
- Free from offensive or inappropriate material
- Not misleading or false
- Compliant with applicable laws

13.3 Content Moderation

We reserve the right to remove or modify user-generated content at our discretion.

14. Force Majeure

We shall not be liable for any failure to perform our obligations due to circumstances beyond our reasonable control, including but not limited to natural disasters, government actions, labor disputes, or supply chain disruptions.

15. Dispute Resolution

15.1 Governing Law

These terms shall be governed by the laws of India, and any disputes shall be subject to the jurisdiction of courts in Nagpur, Maharashtra.

15.2 Arbitration

Any disputes arising from business relationships shall be resolved through arbitration in Nagpur, Maharashtra, in accordance with the Arbitration and Conciliation Act, 2015.

15.3 Limitation Period

Any claims must be brought within one year of the event giving rise to the claim.

16. Customer Support and Complaints

16.1 Contact Information

For inquiries, technical support, or complaints, contact us at:

- Phone: +91 9373 008466
- Email: sales@simosecureon.com
- Website: www.simosecureon.com

16.2 Response Time

We aim to respond to all inquiries within 2 business days. Technical queries may require additional time for detailed analysis.



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UNLOCKING POSSIBILITIES

16.3 Escalation Process

For unresolved issues, customers may escalate complaints to our management team through our formal complaint process.

17. Business Relationships

17.1 Professional Conduct

All business interactions should maintain professional standards and mutual respect.

17.2 Confidentiality

Proprietary information shared during business discussions shall be kept confidential by all parties.

17.3 Anti-Corruption

We maintain strict anti-corruption policies and expect all business partners to adhere to ethical business practices.

18. Updates and Modifications

18.1 Terms Updates

We may update these terms periodically. Continued use of the website constitutes acceptance of revised terms.

18.2 Product Updates

Product specifications and features may be updated to reflect improvements and changes in manufacturing processes.

18.3 Communication of Changes

Significant changes will be communicated through our website and direct communication with business partners.

19. Contact Information

SIMO Screens Private Limited
120 Brij Bhumi, Plot 263/264, CA Road
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Nagpur, Maharashtra - 440008
India

Phone: +91 9373 008466

Email: sales@simosecureon.com

Website: www.simosecureon.com

GSTN: 27ABLCS6812M1ZQ

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