

At Fotia, we take every possible measure to ensure that all products—whether tiles, sanitaryware, SPC flooring, or bath accessories—are packed, handled, and delivered with utmost care. Despite our best efforts, rare instances of transit damage or breakage may occur due to external factors during handling or transportation.

This Damage Policy outlines how such cases are handled, reported, and resolved.

1. Scope

This policy applies to all customers who receive products from Fotia through:

- Domestic shipments within India
- International exports and overseas deliveries
- Authorized Fotia distribution or logistics partners

2. Pre-Dispatch Inspection

Every Fotia product undergoes a comprehensive quality and packaging check before dispatch.

We ensure that:

- The product is free from visible defects or damages.
- Packaging meets Fotia's standard protection and sealing requirements.
- Pallets or cartons are reinforced to prevent movement during transit.

A dispatch confirmation and inspection record are maintained for internal quality assurance.

3. Packaging Standards

Fotia uses industry-grade packaging materials suitable for each product category:

- **Tiles & SPC Flooring:** Palletized and shrink-wrapped for edge and corner protection.
- **Sanitaryware:** Foam and thermocol layered with double corrugated boxes.
- **Bath Accessories:** Bubble-wrapped with outer cartons and moisture barriers.

Customized packaging can be arranged for bulk, export, or project-based deliveries.

4. Customer Responsibility at Delivery

To ensure transparency and faster resolution, customers are requested to:

1. Inspect the goods upon delivery before signing the delivery challan or acknowledgment.
2. Check for visible breakage, leakage, cracks, or shortage.
3. If any issue is observed, note it on the delivery receipt and capture photos or videos immediately.
4. Inform Fotia's sales or support team within 24 hours of receiving the goods.

Any claims made after this period or without supporting evidence may not be eligible for replacement or refund.

5. Reporting a Damage Claim

To report damage, please send the following details to info@fotiaworld.com or your Fotia representative:

- Customer name and invoice/proforma number
- Date of delivery
- Photos/videos showing the damage clearly
- Delivery receipt (if applicable)
- Short description of the issue

Our support team will acknowledge your report within 1–2 business days and guide you through the next steps.

6. Damage Verification Process

Upon receiving a damage report, Fotia will:

1. Review submitted photos, documents, and inspection records.
2. If required, coordinate with the logistics provider for claim verification.
3. Determine whether the damage occurred:
 - Before dispatch (manufacturing/packing defect)
 - During transit (logistics-related)
 - Post-delivery (beyond Fotia's control)

This verification helps decide the appropriate corrective action.

7. Resolution Options

Depending on the case and verification findings, Fotia may offer one of the following solutions:

- **Replacement:** Replacement of damaged product (subject to stock availability).
- **Credit Note:** Value credit against a future purchase for the damaged quantity.
- **Partial Refund:** For confirmed transit damage, if covered under insured shipment.
- **No Action:** If the damage is reported beyond the allowed time frame or due to improper on-site handling/storage.

8. Non-Covered Scenarios

This policy does not cover:

- Damage occurring after delivery due to improper storage, handling, or installation.
- Breakage during unloading by unauthorized personnel.
- Product damage due to exposure to water, heat, or chemicals at site.
Minor surface variations or shade differences that fall within manufacturing tolerance.
- Custom-made or clearance stock items, unless the damage occurred in transit.

9. Insurance and Liability

- For insured shipments, Fotia will assist in raising a claim with the insurance provider.
- For non-insured shipments, Fotia's liability is limited to the point of dispatch.
- Fotia's total liability, in any case, shall not exceed the value of the damaged goods as per the invoice.

10. Preventive Guidance

To minimize risk, Fotia recommends:

- Opting for insured transport for all fragile or bulk shipments.
Ensuring careful unloading at the destination using proper equipment.
Storing materials in a clean, dry, and level surface before installation.
- Having a site supervisor or authorized person present during delivery inspection.

11. Policy Updates

Fotia reserves the right to modify or update this Damage Policy at any time without prior notice. Any updates will be published on our website with the revised effective date.

12. Contact for Damage Claims

Email: info@fotiaworld.com

Website: www.fotiaworld.com

Registered Office: G2 - Farah Winsford, No-133, Infantry Road, Bengaluru, Karnataka - 560001