

## **FIR against Unauthorized Service Provider at Bangalore**

Putting an end to fraud and taking down one enemy at a time, Eureka Forbes Limited seized the property of another unauthorized service provider who were involved in the manufacturing of substandard water purifiers and cartridges and are violating Intellectual Property Rights. On January 31, 2019 Eureka Forbes Limited filed a criminal complaint at Jayanagar against Mr. Anand Naik and Mr. Balaji Udaykumar, Directors of Ion Exacense Pvt. Ltd. who are operating a company which offers Annual Maintenance Contract (AMC) for water purifiers in Bangalore and Chennai in the name of '**Aqua Care**'. Ion Exacense Pvt. Ltd. [has nothing to do with Ion Exchange (India) Ltd. which is one of the competitors of Eureka Forbes. Interestingly, the duo tried to copy business name of Ion Exchange] while approaching EFL customers expecting to get away from any legal action. EFL had received multiple complaints from customers in Bangalore against Aqua Care for cheating. After checking the facts, EFL laid the trap to catch the Aqua Care personnel red handed who were posing and cheating the EFL customers. Subsequently, a criminal complaint was filed with the Jayanagar Police Station at Bangalore.

The Aqua Care call centre would approach Eureka Forbes customers for undertaking Annual Maintenance Contract (AMC) and had copied trade style of Eureka Forbes by printing stationery similar to Eureka Forbes with 24 hour toll free number, making the innocent customers believe that they are dealing with Eureka Forbes personnel. Post receiving payment and signing AMC with the customers Aqua Care would either ignore the customer for service or provide sub-standard spare parts and services. The customers started complaining to Eureka Forbes as every customer believed that they had signed AMC with Company authorized service provider.

The customers are now relieved as we have successfully and promptly stopped the menace ensuring they get purified water and good health.

It is the duty of every Eurochamp, Business Partner and Distributors to educate customers and beware of such malpractices and report the same to the Company for stern action.

**Some ways to educate customer to beware of Ion Exacense and Aqua Care:**





Customer Copy

Service Head Quarters : No.143, C-4 Bonmashandra Industrial Area, Off Hosur Road, Hebbagodi Village, Ankal Taluk, Bangalore - 560099, Karnataka, India  
E-mail : customerservice@eurekaforbes.com  
Regd. Office : 7, Chakrabarti Road (South), Kolkata - 700 025, India  
Corporate Head Office : B/182, 701, Marathon Innova, Off Gangpuria Kadam Marg, Lower Panel, Mumbai - 400 013, India

**TO LOG A SERVICE REQUEST** 📞 18602661177 📠 Send <REQ> to 8082299333

Visit us at : [www.eurekaforbes.com](http://www.eurekaforbes.com)



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**CONTRACT RECEIPT**

**Eurosmile** yes force

Date : \_\_\_\_\_ CONTRACT RECEIPT No : B19 0429881

**EUREKA FORBES LIMITED**  
3rd Floor, Nandini Building, Postar Colony Road, Chembur, Mumbai - 400071.  
GSTIN No. : 27AACCE229712X CIN : U07100WB1993PLC00070

Customer's Personal Details : Customer Code : \_\_\_\_\_

Name : \_\_\_\_\_ Address : \_\_\_\_\_

PIN : \_\_\_\_\_ Phone : \_\_\_\_\_ Mobile : \_\_\_\_\_

Email : \_\_\_\_\_ GSTIN No. : \_\_\_\_\_

Product / Model : \_\_\_\_\_ Unit SI No. : \_\_\_\_\_

Period of Annual Maintenance contract from \_\_\_\_\_ to \_\_\_\_\_

Tax Invoice will be sent to you by Email / post

Received with thanks the sum of Rs. \_\_\_\_\_ (Rupees) / \_\_\_\_\_ (Vide cash / Cheque / DD / Card / Net Payment No. \_\_\_\_\_ dated \_\_\_\_\_ for 1 / 2 / 3 Year(s) being the service contract amount for the above product. The service contract will be valid for the period from \_\_\_\_\_ to \_\_\_\_\_.

I agree to the terms and conditions of the Service Contract mentioned in this receipt.

FOR EUREKA FORBES LIMITED

(Signature of the customer along with official seal, if any)

**CUSTOMER SERVICE DIVISION**

**Terms & Conditions**

Under this contract, Eureka Forbes Limited undertakes to maintain your product used at the address mentioned above.

1. This contract provides for free replacement of consumables applicable and periodical service to the product as below per year :  
(a) Two periodical visits would be provided for all domestic products except R.O. water purifier. For all institutional products and Domestic R.O. water purifier the periodical services would be provided. Eureka Forbes Ltd. has the right to combine mandatory service along with break down service.  
(b) One set of consumable would be replaced for all the products. For compact model water purifier one more additional set of consumable will be provided.

2. The Contract covers replacement of worn-out / exhausted parts, including Ultra Violet Lamp with new / rectified spares for all products / attachments.

3. Any additional visits during the contract period as and when required, in the event of any break down / malfunctioning of the equipment on information in this regard by the customer.

4. The Contract shall not cover visits/replacement of parts under the following circumstances:  
(a) Damage caused to the equipment due to floods, fire, accident, riot, leakage, pest, misuse, improper or negligent use, tampering, leakage from pipes etc.  
(b) Damage caused to the equipment due to failure to observe the operating instructions and precautions as mentioned in User's Manual.  
(c) Defects due to usage of non-recommended spares.  
(d) Visits for customer re-training, for dismantling or for re-installation at a different location.  
(e) Defects/faults resulting from servicing / repairs done by a person other than the authorized representative of Eureka Forbes Limited.  
(f) Where this equipment is under use for more than 8 hours a day continuously, unless otherwise agreed in writing by Eureka Forbes Ltd.  
(g) Replacement of EVA Tube & PL tube, body parts, diverter valve, hose pipe of vacuum cleaner, batteries and transformer in case of security system and vacuum cleaners.  
(h) With regard to repairing the existing worn-out / defective part(s) or replacing the same and ascertaining the presence of above circumstances, the decision of Eureka Forbes Limited shall be final in any such event. Eureka Forbes Limited will submit a prior estimate for approval or bill for the work carried out at the prevailing rates.  
(i) In case of security systems failure due to mal-functioning of telephone line, telephone equipment or failure of external accessories, signal reception problem etc., spare parts burnt due to power fluctuation.

Customer Copy

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**AquaCare** Your friend for Life

**ION EXAGENSE** Total Water Solutions

AMC - Terms & Conditions

Receipt No : 150412

Client ID : 38673

Name : Raghavendra

Phone : 9535735118

I agree to the terms and conditions of the service contract mentioned in this receipt.

(Signature of the customer along with official seal, if any)

Received with thanks the sum of Rs. 4800/- (Rupees) / \_\_\_\_\_ (Vide cash / Cheque / DD / Card / Net Payment No. \_\_\_\_\_ dated 20/10/18 for 1201 year (S) being the service contract amount for the above product.

This Service contract will be valid for the period from 20/10/18 to 19/10/19.

Product : MAGNATA Model : RCT100 Unit SI No. : JD-RECEIPT

**Terms and Conditions**

Under this contract, Ion Exagense (Pvt) Ltd. Sept., undertakes to maintain Your water Purifier (Refrigerator) provided at the Address mentioned in Overhead. This Contract provides for Free Service Of Consumables/ Spare parts and Periodical Service to the water Purifier (Refrigerator) Subject to Terms And Conditions Mentioned Here The Charges for Such Maintenance are as Follows :

**SERVICE COVERED BY THE CONTRACT CHARGES ARE AS FOLLOW**

The Contract Provides for Free replacement of consumables/ Spare parts and Periodical Service to the product as below :

A. The UV Based Water Purifiers for the mandatory service in a years 2 and replacement of consumables per year is One Pre Filter Cartridge and Carbon Block, Two Carbon (Prepact) & Gull Cartridge Replacements For the model Applications.

B. The RO Based Water Purifiers/ Refrigerator Mandatory Service in a years 3 and the replacement of consumables per year is One pre Filter Cartridge, sediment Filter (pre carbon) Four Cartridge & Membrane.

C. The UV/ RO Based Water Purifiers for the Mandatory Service in a years 4 and the replacement of consumables per year is One pre Filter Cartridge, Sediment Filter (pre carbon) Post carbon & Membrane.

D. Damage caused to the equipment due to flood/ fire/ accident/ power fluctuation are covered by Ion Exagense Pvt Ltd.

1. For Mandatory servicing visits per year during the period of contract. Mentioned over seal the water purifier will be thoroughly Checked, Cleaned Serviced and Adjusted.

2. Any additional visits during the contract period as and when required in the event of any breakdown/ malfunctioning of the equipment, on the information in this regard by the Customer.

3. Replacement of sediment filter cartridge, Membrane filter cartridge, will be made once (maximum) depending upon the condition during the service contract period.

4. Replacement of sediment filter cartridge will be made Once a year during the service contract period.

5. Existing membrane filter can be regenerate once (maximum) at the request of customer will be charged extra at the prevailing rates.

6. If machine is under warranty, For Consumable Parts Company will claim For 30% remaining 70% Customer need to pay according to the service contract.

1. The contract shall not cover visits / replacement of parts under the following circumstances:  
(a) Pest infestation / Improper or negligent use / Tampering and leakage from pipe Etc.  
(b) Damage caused to the equipment due to failure to observe the Operating Instructions precautions as mentioned in users manual

Corporate Head Office : No. 74, Second Floor, 30th Cross, 4th Block, Jayanagar, Bangalore - 560011  
Regd. Off : 15th Floor, Enva Corporate Tower, Nandini Palace New Delhi - 110016  
Service Tel Code No. : AACC1864850201 GSTIN No. : 28AACCE229712X PIN No : AACC186485

**24 Hours Help Line**  
**18604251166**  
[www.ionexagense.com](http://www.ionexagense.com)

Customer Copy

In order to ensure we preserve the trust of our customers we must warn them so that they can help us fight such fraudulent activities. Educate your customers about our helpline and how they can identify a genuine Eureka Forbes employee and alert us in case of a pretender.

For cases of any such activities that come to your notice, inform us right away in order to take severe actions against such firms.

Write to Mr. Dattaram Shinde (Company Secretary & Head-Legal): [dshinde@eurekaforbes.co.in](mailto:dshinde@eurekaforbes.co.in)

An article from the Times of India- Bangalore to help spread the news to our customers:

## Eureka Forbes claims fake firm cheating its customers

TIMES NEWS NETWORK

**Bengaluru:** Water filter maker Eureka Forbes has complained to police about fraudulent firms posing as authorised agents and cheating customers by installing fake products and collecting large sums of money in the name of annual maintenance.

Representatives of Eureka Forbes lodged a complaint with Jayanagar police on Tuesday, naming a company based in Jayanagar 4<sup>th</sup> Block. The complainant said the firm's representatives, falsely claiming to be authorised dealers of Eureka Forbes and its brand of Aqua Guard water purifiers and filters, approached many customers in the name of product main-

tenance and cheated them by installing fake parts. The firm representatives took money and offered fake annual maintenance contracts in the name of Eureka Forbes, the complaint read.

Eureka Forbes accused the Jayanagar firm of committing fraud by misusing an established brand name and cheating innocent customers.

The company's chief transformation officer Shashank Sinha said such unauthorised service networks have been posing a huge threat to consumers in terms of health risk. "We have a helpline where customers can call and establish the authenticity of personnel from Eureka Forbes," he added.