

## Limited Warranty & Returns – Terms and Condition Policy



### PURPOSE

This document outlines the terms and conditions of the coverage of warranty for the Electronic devices purchased from Swifteria. Including products from Apple, Samsung, Sony, Nokia, LG, Oneplus, Huawei, Xiaomi, Google and from other smartphone Companies.

### SCOPE OF COVERAGE

- I. The limited warranty for the following items (see list below) is covered by the limited warranty for the first 12-months from the date of purchase of the Product.
  - a) Cellular Phones/Mobile Phones,
  - b) Digital Cameras/SLRs
  - c) Game Consoles
  - d) MP3/MP4 Playback Devices
- II. Other categories of products not listed here but available for purchase through Swifteria's webstore may or may not be included with a limited warranty. Please enquire about warranty if unsure.
- III. Accessories (for example: internal battery removable/non-removable, USB data cables [type variations] and earpieces included in-box) are excluded from warranty coverage.
- IV. The limited warranty extends only to the ORIGINAL PURCHASER ("Consumer"). This limited warranty coverage is not transferable or re-assignable to the subsequent purchaser.
- V. Refunds will not be provided for the reasons 'Change-of-mind' or 'Feelings of dissatisfaction with the product' (unless the product is defective from factory).
- VI. During the limited warranty period, Swifteria will repair or replace at their own discretion, any defective product or parts thereof with new replacement parts and return the product to the Consumer in working condition. All replaced parts, circuitry boards or components shall become property of our Vendor.
- VII. The exterior of the handset (external housing; metal uni-body, glass or plastic etc.) shall be free of defects at the time of shipment and, therefore, shall not be covered under these limited warranty terms.
- VIII. Repaired Product will be warranted for the forty (40) days from the date of repair except physical damage, which will be warranted for thirty (30) days.
- IX. Upon request from Swifteria, the Consumer must provide purchase receipt or other information to prove the date and place of purchase.
- X. Transportation, delivery and handling charges incurred in the transport of the Product to and from Swifteria will be borne by the Consumer.
- XI. We provide a supplier's warranty. You may not be able to make a successful warranty claim directly at your local manufacturer's service center/store as the goods are considered grey-imports, so most goods will need to be return shipped to us for warranty/repair.
- XII. The Consumer shall have no coverage or benefits under this limited warranty if any of the following conditions are applicable:

- a) The Product has been subject to: abnormal use, abnormal condition, improper storage, exposure to moisture or dampness, exposure to excessive temperature or other such environmental conditions, unauthorized modifications, unauthorized connections, unauthorized repair including but not limited to use of unauthorized spare parts in repairs, misuse, neglect, abuse, accident, alteration, improper installation, Acts of God, spill of foods or liquids, maladjustment of customer controls or other acts which are beyond of reasonable control of Swifteria, including deficiencies in consumable parts such as fuses and breakage or damage to antennas, unless caused directly by defects in materials or workmanship, and normal wear and tear of the Product.
- b) The Product was used with or connected to an accessory not supplied by its original manufacturer.
- c) The battery was short circuited, or the seals of the battery enclosure or cells are broken or visible evidence of tampering of the battery or the battery was used in equipment other than for which it has been designed for.
- d) The device has received water-damage by either being partially submerged, fully submerged or used in a manner where the device is exposed to moisture that will harm its electronic components.

I. IP-rated/Waterproof devices that receive water-damage will void its warranty.

XIII. Should the device develop problems during the limited warranty period, the Consumer should take the following step-by-step procedure:

- a) Please ensure to give the adequate fault description on RMA form, sufficient foam protection and Original Invoice when returning the faulty items. Items not meeting these requirements will be returned with US\$10.00 charge.
- b) Contact us prior to returning the items. Original invoice must be supplied in order to claim the warranty. The Consumer shall arrange for the Product to be delivered to the Swifteria. Expenses related to removing the Product from an installation are not covered under this limited warranty.
- c) The Consumer will be notified for any parts or labor charges not covered by this limited warranty. The Consumer shall be responsible for expenses related to reinstallation of the Product.
- d) Swifteria will not be responsible for any network relating problem. Please refer this to the respected network.
- e) Swifteria does not warrant that any software will meet your requirements, will work in combination with any hardware or software applications provided by a third party, that the operation of the software will be uninterrupted or error free or that any defects in the software are correctable or will be corrected. Updating your own software is at your own risk and is not covered under warranty.

XIV. Items that are shipped but is received as 'Dead-on-Arrival' (DOA) must be returned within 7 days. Swifteria will replace the defective device with a new unit subject to receipt of the return Product (including associated accessories) in complete order.

XV. LCD/Display defects primarily dead/bright pixels are eligible for warranty only if it exceeds the minimum of 4 dead (or) bright pixels.

XVI. All warranty information is subject to change without notice.

XVII. Swifteria reserves the right to reject warranty claims on any product sold