

## **Warranty Service Policy for Laptops**

This **WINGS Lifestyle** warranty (hereafter referred to as the "Warranty") is provided by WINGS Lifestyle to the purchaser (hereafter referred to as "You") of the WINGS Lifestyle products purchased from authorized sellers in India. The Warranty coverage is subject to the following terms and conditions:

### **Warranty Coverage:**

- To avail the Warranty, The product should be registered within 10 days of purchase on the WINGS Lifestyle website.
- WINGS Lifestyle provides a warranty for its products, purchased from authorized sellers in India.
- The warranty period for each product will be specified at the time of purchase and mentioned on the product documentation.
- The warranty covers manufacturing defects and faulty workmanship that occur during normal use of the Product.

### **Warranty Claim Process:**

- In case of any issue covered under warranty, customers should contact the nearest WINGS Lifestyle authorized service center or customer support helpline **+91-9130256537**

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INNOVATIONS PVT. LTD.

CIN U51909MH2021PTC369514

- WINGS Lifestyle provides an onsite warranty service. This means that if the issue with your laptop can be resolved onsite, a technician will visit your location to repair the laptop. However, certain conditions may apply, and the availability of onsite service will be determined by WINGS Lifestyle.
- Customers can find the nearest WINGS Lifestyle Authorized Service center by visiting the following link: <https://wingslifestyle.in/>
- Repair Services on the Laptops will be provided at Exclusive Service Centers only.
- The customer must provide the original proof of purchase (invoice or receipt) while claiming warranty service.
- WINGS Lifestyle will, at its discretion, repair or replace the faulty product or parts covered under Warranty.

## **Warranty Void Conditions:**

### **The warranty shall be rendered null and void if any of the following conditions are met:**

- The product is physically or water damaged.
- The product is modified, maintained, or repaired by a party not authorized by WINGS Lifestyle.
- The product is installed, maintained, or operated in ways other than as recommended by WINGS Lifestyle.
- The product becomes faulty or damaged due to improper electrical supply.
- The model number, serial number, or warranty stickers have been removed or tampered with. Vi) The warranty seals have been broken or altered vii) A non-WINGS Lifestyle certified product (such as RAM, HDD, etc.) is added internally to the notebook/Laptop

## **Warranty Limitations:**

- The warranty service is valid only in India, where the product was purchased, and is not eligible for international warranty service.
- The warranty is not transferable from one user or customer to another after resale or transfer of ownership of the desktop or notebook.

- The warranty does not cover the refund of money at any circumstances.
- WINGS Lifestyle will not be responsible for the loss of data on the desktop or notebook under any circumstances. Customers should take data backups before handing over the notebooks for servicing to WINGS engineers or service centers.
- Any software accompanying the WINGS Lifestyle desktop or notebook is provided on an "as is" basis, and WINGS Lifestyle does not warranty the operation of any of these pre-loaded or loaded software programs.
- Any service, repair, or replacement not within the scope of WINGS Lifestyle's warranty coverage shall be subject to the rates and terms of the Wings Lifestyle Authorized Service Provider (ASP) performing such services.
- All third-party accessories or peripherals, whether purchased as part of the notebook or bundled with it, normally come with the prevailing supplier's warranty, and WINGS Lifestyle does not provide a warranty for such products.
- WINGS Lifestyle does not warrant error-free or uninterrupted operation of the desktop or notebook.
- WINGS Lifestyle will be responsible for reloading support of the operating system for desktop or notebooks supplied with factory preloaded OS. However, WINGS Lifestyle will not be responsible for software patches and updates.
- Any software delivered with the Product is provided "as-is". WINGS Lifestyle does not guarantee uninterrupted or error-free operation of any software provided with the Product.
- The accessories with the device can be repaired or replaced free of cost during the warranty service period, warranty coverage for accessories and other products is as follows:

Product	Warranty period
Laptop	12 Months
Internal Battery	12 Months
Charger (In-box accessory)	6 Months

### **Out of warranty scope**

**WINGS Lifestyle** will determine whether a product is "Out of Warranty" at the company's discretion according to the standards listed above. Repair of "Out of Warranty" products shall be separately quoted by the WINGS Lifestyle service center. All the related cost incidental and incurred thereto (without limitation to spare parts cost, maintenance cost etc.) shall be borne by the Buyer.

### **Warranty Exclusions:**

#### **The following items are not covered under warranty:**

- All plastic parts, chassis, hinges, and cosmetic parts.
- Internal, external, and liquid damages to the LCD screen.
- Key top damages on keyboards.
- Motherboard, keyboard, and other component failures due to liquid/food/water spillage.
- Motherboard with bent, broken, or burnt pins near the ports (e.g., USB, Modem, LAN Port, Memory socket).
- CDs, manuals, power cords, cables, carry cases.
- Software, virus, and non-factory preloaded OS support.
- Physically damaged, burnt, or spare parts exposed to unnatural weather or water/corrosive liquids.
- Damages caused due to natural calamities/hazards, civil disturbances, or riots. □ Normal wear and tear, including consumable or expendable parts.
- Remote control, wherever part of the laptop.
- Theft and burglary.

### **Limitation of Liability:**

Except for the warranties set forth herein, WINGS Lifestyle disclaims all other warranties, express or implied or statutory, including but not limited to the implied warranties of merchantability or fitness for a particular purpose. Any implied warranties imposed by applicable law are limited to the duration of this limited warranty. In no event shall WINGS Lifestyle be liable for any incidental, special, or consequential damages, including but not limited to loss of business, profits, data, or use, arising out of or in connection with the use or performance of the Product or any accompanying software, even if WINGS Lifestyle has been advised of the possibility of such damages.

**Additional Terms:**

- The customer agrees that repair or replacement of spare parts, as applicable, under the warranty services described herein are the sole and exclusive remedies with respect to any breach of the WINGS Lifestyle limited warranty.
- If any provision of this limited warranty is deemed unenforceable or illegal, the remaining provisions will not be affected. This warranty does not affect the customer's statutory rights under applicable Indian laws.