

# TIMEX

## Customer Service for Smart watch/Band

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For any questions or support

Call us : 1800 419 2727 (Toll Free)

(Mon to Sat 10 AM - 7 PM)

### **SERVICE / WARRANTY POLICY**

A. I. Timex Group India Limited ("Timex") Warranties its watches (purchased only from Timex authorised sellers) against all manufacturing defects for a period of one (1) year from the date of retail purchase with valid purchase proof/Invoice/Cash Memo, subject to exceptions listed below:

#### **This Warranty does not cover the following:**

- Normal wear and tear
- Damage caused by mishandling of watches including damage to glass, straps and bracelets Damage caused to Watch due to use in a manner not according to instructions given in the User / Instruction Manual, improper storage, exposure to moisture / dampness, temperature or other such environmental conditions, spill of foods or liquids, maladjustments to controls or other acts which are beyond the resource / controls of the Timex.
- Damage caused by watch being opened/disassembled/repaired/formatted/ serviced at a un-authorized service outlet
- Damage due to water entry in a non-water-resistant watch
- Damage due to exposure to chemicals and solvents.
- Damage to the watch due to physical dents and scratches
- Any issues related to aesthetic and accumulation of dust and dirt
- Damage due to Watch is used with or connected to the charging cable which is not supplied by Timex.
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- I. No Warranty shall be provided on Watches which are purchased from unauthorised sellers.
- II. No Warranty shall be provided on Watches which are found to be fake / counterfeit of Timex Watches.
- III. With exception to the above, Timex is committed to adjust, repair or replace parts to bring the customer's watch back to its original working condition free of cost during the warranty period. The repair will be undertaken provided the watch is returned to Timex Authorized Repair Centres accompanied by relevant Cash Memo/ Invoice as a proof of Date of Retail Purchase.
- IV. The charging cables supplied with the watch is not supported with any warranty.
- V. The Warranty shall continue until expiry of Warranty period, Timex shall be under no obligation to render service/repair services on Watch post completion of respective Warranty Period.

The warranty service is only valid in India where the Watch was purchased, Watch is not eligible for any international warranty service.

## **B. i. Conditions of Warranty**

- Modules – Free replacement within one year of retail purchase.
- Leather Strap/ PU Strap – Free replacement within 6 months of retail purchase, for manufacturing defects which includes pasting peel off or strap getting cut at spring bar end. In case of additional leather/PU Strap provided with Watch for free same shall not be covered under Warranty.
- Timex may at its option repair your watch by installing new or thoroughly reconditioned parts or replace it with identical/similar/equivalent value watch.
- In case the replacement of the entire Watch is being made, (subject to the sole discretion of Timex), the same model shall be replaced and in the event such model has been discontinued/not available, it shall be replaced with the model equivalent as deemed by Timex.
- All replaced parts shall become the sole property of Timex.
- Timex does not have a product refund policy and as such Watch purchased shall not be taken back.
- In case of repairs or replacement of any part(s) of the Watch during the Warranty period, the Warranty of Watch shall continue only for the unexpired period of original Watch warranty.
- Timex makes no other express warranty either in writing or otherwise and expressly disclaims all warranties and conditions not stated in this warranty/ service policy.
- The warranty extends only to the Original (First) Purchaser (Consumer) of the Watch and is not assignable or transferable to any other consumer.
- To avail the warranty coverage / benefits, the Customer must visit / deliver his/her Watch to the Company's Authorized Service Centre. The Customer will bear the transportation, delivery and handling charges incurred to visit / deliver the Watch to and from the Timex's Authorized Service Centre.
- Timex is not responsible for any other commitments or offers that are not provided by Timex and made by the re-seller(s) to the customer.
- The Consumer on his / her own, has to ensure the back-up of the user configuration, user data, settings, 3rd party software / add-ins etc. installed. e Timex would not have any responsibility towards restoring / reinstalling / back-up for these as there are likely to be lost, changed and altered during the repair process or replacement of the Watch or parts thereof.
- The Courts of Delhi shall have the exclusive jurisdiction over disputes arising in terms of Warranty/service policy.