

# Warranty

## Terms and Conditions

### Condition 1

Warranty is valid only with a fully completed warranty control form and proof of purchase consisting of a one-year invoice indicating the date of purchase.

### Condition 2

In case of any manufacturing defects that cannot be fixed MTC will replace only the radio module (PCB).

### Condition 3

Warranty does not cover the following:

- a. Accessories of the product (keypad, express-on covers, headset, charger, battery, memory card or any other similar items).
- b. Data of all types stored in the product (see disclaimer below).
- c. Upgrading of the software due to change in Network parameter.
- d. Any failure of the product due to accident, software or hardware modifications or adjustments, acts of God or damage resulting from precipitation, humidity and all types of liquids or climatic conditions.

### Condition 4

Warranty becomes void if any one of the following is substantiated:

- a. If the product failure has been caused by use of accessories or other peripherals, which are not recommended by the product manufacturer.
- b. If the device is previously repaired at any place other than MTC or it's authorized Service Centre.
- c. If there are signs of the device being tampered or open-end at any place other than MTC or it's authorised Service Centre.
- d. There are signs of drop damage (visible as well as non visible), dent mark, scratches, broken or detached parts/spares and tampering with any of the seals on the product.
- e. There are signs of misuse, including but not limited to use in other than the normal manner, in accordance with the manufacturer's instruction for the use and maintenance of the product.
- f. Damage caused by overcharging, electrical failure or failure to use (the product) in accordance with the specific instructions, usage, care, safety and maintenance of the product.
- g. If the model, serial No/IMEI number on warranty control form and handset is illegible, altered, deleted or removed.
- h. Change of MSN/IMEI number of the handset electronically.
- i. If the Warranty seal has been tampered with.
- j. If there are any unauthorised modifications carried out on the product.

### Condition 5

Repair or Replacement under the terms of this warranty does not give the right for extension or to start a new period of warranty. The one-year period of warranty will be calculated from the date of purchase.

### Condition 6

Alternative Remedy for device (product) under Warranty: In the unlikely event of the product not being repairable or replaceable, MTC reserves it's right to provide the customer with another model of equivalent cost based on the last prevailing price of the phone, after depreciating 20% for each year or part thereof. This warranty will be the purchaser's sole and exclusive remedy and neither MTC nor it's' dealers shall be liable for any incidental or consequential damages for breach of implied warranty of this product.

### Condition 7

MTC will supply the customer with a loan device during the repair time. The type of loan device supplied is subjected to availability, warranty period of the device purchased and at the discretion of MTC. The loan device will be of lesser value and functionality of the original device purchased.

### Condition 8

Insurance:

MTC device whether purchased cash or supplied under a contract has no insurance coverage.