

Realme Mobile Warranty Information

1: Service Terms

In case of any conflict between the following policies and the National Policies, or Commissions, the national policies shall prevail.

1. Within 12 months from the purchasing date, in the event that performance failure occurs from normal use, consumer can claim for maintenance. The accessories such as charger and data cable have a 6-month warranty. The battery (including internal battery) has a 12-month warranty.
2. Please be sure to fill in your mobile phone warranty card in a complete, correct and truthful manner, ask the dealer to issue an Invoice and keep it in a safe place.
3. Valid purchase invoice: the invoice shall indicate the serial number of the mobile phone, factory serial number (batch number) of the accessories (battery and charger), product model, sales date, Seller's seal, amount and so on...
4. A valid warranty card and invoice are essential for protecting your warranty rights. (Valid warranty card and invoice: the information filled in shall be complete, true and correct without alteration). If you lose the valid invoice and warranty card and are unable to provide us with a photocopy of them, we will provide your mobile phone with a 12-month warranty service beginning from the 90th day after the manufacturing date of your mobile phone.
5. Our warranty does not cover the other accessories for the product (for instance: the user manual, warranty card, etc).

Note: The above warranty is only valid for the products sold in this country. realme has the power of final review and interpretation for the warranty policy.

Warranty Instructions and Conditions

1. Your warranty (please refer to the Warranty Information Card) is only valid under normal use of your device. All man-made damages and any of the following conditions are out of free warranty, but a repair can be still implemented at your own cost:
 - A. The warranty period has expired;
 - B. Damage caused by human factors, including damages caused by usage under improper operating environment and the failure to the user manual;
 - C. The customer disassembles, repairs or modifies the device without the Company's authorization or has it repaired at a repair shop that is not included in the Company's approved repair network
 - D. Damage caused by a force majeure (such as floods, fires, earthquakes and lightning);

- E. The user is unable to provide the warranty card and valid proof of purchase or the product model and barcode do not match or are altered.
- F. Natural wear and tear of the product (such as casing, keypad, display screen, antenna and other accessories)
- G. Faults, damages or defects not caused by the company;
- H. Barcode and warranty labels are damaged and unrecognizable.

2. Others

External damages (Including wear, tear, and scratches) are not entitled to the warranty service;

Our warranty does not cover services verbally promised by the dealer which violate principles set forth on the warranty card. For products that meet the replacement requirements, you can go to our nearest approved warranty service centre for replacement.

Upon replacement, if the device is faulty, we can replace it with a device of the same specification and model; if any accessory is faulty, the faulty accessory will be replaced. Both replacements are free of charge.

Faults caused by the Internet and wireless information service providers (operators) are not covered by the warranty;

If any of our products is required to be fixed, you may take it to any warranty shop in our national warranty network.

If the product requires repair since water enters the device or it is seriously damaged by human factors, the customer needs to sign the repair agreement form with the realme Customer Service Centre firstly;

All components, parts and accessories replaced during the warranty period shall become the property of the Company.

III: Considerations for Sending the Device for Repair and Collecting It

1. When completing the realme mobile phone repair form, the customer must fill in valid information in clear handwriting as required (name, address, phone number and fault symptoms);

2. Before sending your device for repair, please back up all information and data you have saved on the mobile phone (such as phone numbers, text messages and pictures) before you delete them to prevent loss or damage during the testing and inspection process. In any circumstances, realme Customer Service Centre and its staff will not be responsible or obligated to back up or recover your information and data, or accept responsibility for any consequence arising from the loss, damage or leakage of your information and data. Please ensure the legality of the information and data you have saved. To respect your privacy, we will not transmit, backup or examine your information and data (unless they are necessary for us to provide you with services), and we reserve the right to refuse to provide services for illegal content;

3. The Customer shall collect the mobile phone by presenting the realme mobile phone repair form. In case the Customer loses the Customer Copy, the Customer shall go through the loss reporting procedures with his/her personal ID or valid proof of identity before collecting the mobile phone.

Maurisystems Ltd

General Terms and Conditions for Repair Services / Replacement / Loan Mobile / Accessory

It is hereby agreed by and between "The Customer" and MauriSystems Ltd ("the Company") as follows:

1. The Company will at its sole discretion repair or replace any defective mobile phone or accessory item or any part thereof. In order not to lose any data stored in the mobile phone, it is recommended to the Customer to make a back-up copy of his/her settings before the mobile phone is being repaired or replaced. The Company shall not be responsible for any loss of data and the mobile phone is handed at the customer's own risk.
2. The Company will not repair any defective mobile phone or accessory item or any part thereof caused by:
 - i. undue, wear and tear;
 - ii. negligence, omission or mishandling of the mobile phone or accessory item; or
 - iii. alteration or repair made without authorisation of the Company; or
 - iv. if the SIM lock has already been altered or tampered by other unauthorised person(s), our Company will not provide repair service, and warranty of the handset will immediately be void. Any out of warranty repair request shall be subject to a payment in advance of an inspection and testing fee of Rs 345 including VAT charges, in addition to any charges for parts and labour. (labour fee Rs 600 including VAT)
3. In the event the Company decides to service the Customer under Warranty Conditions, the defective mobile phone or accessory item shall be repaired within 5 working days. If the time taken for repairs is more than 5 working days, the Company shall explain the Customer by phone or email the reason of the delay.
 - a) If the turn-around time exceeds 10 working days, the Company may loan a mobile phone or accessory item free of charge to the Customer during the period in which the Company is repairing the Customer's defective in-warranty mobile phone or accessory item. The Customer acknowledges that the mobile phone or accessory item on loan to the Customer remains the sole and exclusive property of the Company and the Customer has no right, title the interest thereto.
 - b) During the loan period, the Customer shall
 - i. cause the mobile phone or accessory item to be used and operated in a proper manner; or
 - ii. not at any time or under any circumstances alter or tamper with the equipment nor attempt to repair nor permit to be repaired the same or any parts thereof; or

- iii. return the mobile phone or accessory item upon the Company's demand (whether oral or written) in the same condition as when delivered to the Customer; or
- iv. indemnify the Company against loss of or damage to the mobile phone or accessory item or any part thereof from whatever cause whether or not such loss or damage results from the negligence of the Customer.
 - c. In the event on-loan mobile phone or accessory item is not available, the Customer shall be serviced as per clause 3(d).
 - d. If the turn-around time exceeds 15 working days, either
 - i. a replacement mobile phone or accessory item of equivalent configuration shall be provided to the Customer and the replaced equipment shall continue to be warranted for the remaining time of the original Warranty Period; or
 - ii. an upgrade to a replacement mobile phone or accessory item of higher configuration shall be proposed with an additional cost of upgrade and the replaced equipment shall continue to be warranted for the remaining time of the original Warranty period.
- 4. The Company reserves the right to dispose of the Customer's mobile phone or accessory item at its sole discretion after the same has been repaired by the Company if the Customer fails to:
 - a) present the Repairs/Job Order; or
 - b) return the mobile phone or accessory item on loan to the Customer within 90 days after the Company has issued notice for the return of the on loan mobile phone or accessory item; or
 - c) collect the repaired mobile phone or accessory item within 90 days after the Company has issued notice for the collection of the item.
- 5. The Customer agrees to pay the charges in respect of the repair services / replacement of the mobile phone or accessory item
- 6. The Company disclaims any responsibility for any damage to the mainboard of the handset during the process of handset resetting or software upgrade
- 7. Upon completion of the repairing service, the mobile phone or accessory item may be restored to such original configurations / specifications, manufacturing design and standard and the system software may be upgraded to the latest version. Customer hereby acknowledges his/her understanding that he/she is not entitled to request to keep the versions of the system software existing before the repair service or request to restore the system software to the previously installed version upon completion of the repair service.
- 8. For mobile phone or accessory item with invisible defects, if customers request to take back their mobile phone or accessory item after inspection and repair quotation is made, our Company may not be able to restore the handsets back to the original defective status (including product frame, function and original defects).
- 9. All product repaired shall continue to be warranted for the remaining time of the original Warranty Period or for three months from the date of repair whichever is longer. All spare parts changed in mobile phone

or accessory item not under warranty serviced by our Company shall be covered by three months from the date of repairs.

Maurisystems Ltd Contact Details



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