



TechTurnover Refurbished Phones Warranty Policy

This Warranty service agreement is entered into by the Customer and TechTurnover. This agreement Outlines the terms and Conditions governing the warranty coverage for refurbished phones sold by TechTurnover.

1. Warranty Coverage Periods:

a. Within First 7 Days:

TechTurnover offers the option of replacement or Money Reimbursement of the amount for phones with Manufacturer's Damage reported within the first 7 days from date of purchase.

b. First 6 Months:

TechTurnover will cover the repair cost for phones with Manufacturer's Damage reported within the first six month from the date of purchase.

c. Second 6 Months:

During the second six months, the customer is responsible for any repair Expenses incurred unless the issue is related to manufacturer Software Issues.

2. Exclusions:

This Warranty Service Agreement (WSA) does not cover the following components or conditions:

- a)** Physical or accidental damage causing malfunction.
- b)** Malfunctions due to liquid/water damage.

- c) Wear and tear of the Covered Product
- d) Unauthorised repairs, improper usage, and defects due to electrical issues.
- e) Use of non-original accessories.
- f) Non-operating or cosmetic deterioration not affecting functionality.
- g) Issues occurring before or after the WSA period.
- h) Products with removed or altered serial numbers.

3. Warranty Limitations:

- a) Normal wear and tear, cosmetic damage, or improper use.
- b) Damage caused by software, viruses, or incompatible software/hardware.
- c) Data loss or corruption; user responsibility for data backup.
- d) Damages caused by non-original accessories.
- e) Null and void if warranty seal is removed or altered.

4. Exclusions Due to External Causes:

Problems resulting from:

- a) Accidents, abuse, or misuse.
- b) Unauthorized servicing.
- c) Non-compliance with product instructions

- d) Failure to perform preventive maintenance
- e) Use of non-supplied accessories or components.
- f) Failure due to third-party software alterations
- g) Missing or altered Service Tags or serial numbers.

5. Manufacturer's Disclaimer:

The warranty may be void if the product has been altered or repaired by unauthorized entities or if serial numbers are tampered with.

6. Claim Process:

To initiate a claim, customers must contact TechTurnover customer support with proof of purchase and a detailed description of the issue.

7. Registration Requirements.

Purchaser must register for warranty on TechTurnover's portal using the provided QR Code immediately after purchasing the phone. Failure to register may result in the inability to claim warranty services .

Governing Law

This agreement shall be governed by and construed with the laws of the jurisdiction in which Badili Africa Operates.

Disclaimer of Liability.

TechTurnover shall not be liable for any direct , consequential, or incidental damages arising out of or in connection with the use or performance of the covered product.

Amendments

TechTurnover reserves the right to amend this agreement, Customers are advised to check the latest version on TechTurnover's official website.