

Support, Protection, and Warranty Policy

Theta

1. Introduction

This document outlines the support, protection, and warranty policy for electronic devices sold by Theta. Our goal is to provide excellent customer service and ensure satisfaction with our products, including hand phones, laptops, and related accessories.

2. Customer Support

2.1. Contact Information

For any inquiries or assistance, customers can reach us through:

- **Customer Service Hotline:** 0800 622 227
- **Email Support:** theta@gmail.com
- **In-Store Support:** Visit our retail locations for in-person assistance.

2.2. Support Services

- **Technical Troubleshooting:** Assistance with software and hardware issues.
- **Setup Guidance:** Help with initial setup, installation, and product activation.
- **Product Usage Assistance:** Guidance on features and functionalities.
- **Repair and Replacement Inquiries:** Assistance with warranty claims and repairs.

3. Protection Plans

We offer optional protection plans to enhance coverage beyond standard warranties.

3.1. Standard Protection

All purchases include basic protection against manufacturing defects under the standard warranty.

3.2. Extended Protection Plans

Customers can opt for additional protection plans that cover:

- **Accidental Damage Protection:** Covers drops, spills, and other accidental damage.

- **Screen Protection Plan:** Covers repair or replacement of cracked screens.
- **Battery Replacement Plan:** Free battery replacement for up to 1 years.
- **Comprehensive Coverage:** Includes theft protection and extended technical support.

Extended protection plans are available for purchase at checkout or within 7 days of purchase.

4. Warranty Policy

4.1. Standard Manufacturer Warranty

All electronic devices sold by Theta come with a standard **2-year manufacturer warranty**, covering:

- Manufacturing defects in materials and workmanship.
- Malfunctioning components not caused by misuse.
- Free repair or replacement of defective products.

4.2. Warranty Exclusions

The warranty does not cover:

- Accidental damage, misuse, or negligence.
- Water damage unless covered under an extended plan.
- Unauthorized modifications or repairs by third parties.
- Normal wear and tear (e.g., cosmetic damages, fading colors).

4.3. Warranty Claim Process

1. **Initiate a Claim:** Contact our customer support with proof of purchase.
 2. **Inspection & Assessment:** Our technicians will evaluate the issue.
 3. **Resolution Options:** Eligible claims may result in a repair, replacement, or refund.
 4. **Processing Time:** Most claims are processed within **3 business days**.
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6. Legal Disclaimer

This policy is subject to change without prior notice. Theta reserves the right to make final decisions on all support, protection, and warranty claims.

For more details, visit our website www.ourwebsite.com or contact our support team.
