

Warranty Policy

1. **Warranty duration** as mentioned on the Invoice. However, for Included accessories such as (charger, earphones e.t.c) No warranty will be provided unless mentioned exclusively.
2. During the warranty claim period, the **warranty coverage will be temporarily paused**.
This means that the time taken to process and resolve your warranty claim will not be counted towards the duration of your warranty coverage. Once your warranty claim has been resolved, your warranty coverage will resume and continue for the remaining duration of the original warranty period.
3. While carrying out repair etc., iSwap / Shubhdeal may use parts or accessories that are **new or refurbished or reconditioned**.
4. Warranty does not cover normal wear and tear,
Including but not limited to: **wear and tear of camera lenses, batteries or displays**.
5. Warranty does not cover defects caused by the fact that the **battery** has been **short-circuited**.
6. Warranty will **void** and not be provided in following conditions:
 - If the correct IMEI number is not provided or removed, altered or not matching with our Database.
 - If the product is subject to unauthorised open, repair, modifications, waterlogging, misuse, food or liquids spilling, exposure to inadequate temperature, moisture, dust, exposure to Magnetic field etc.
 - If the damage to the product is determined to have been caused by the use of a product, accessories, software not manufactured/supplied/authorised by us or device brand.
7. Customers must register their complaint through support@shubhdeal.com | +91 74288-73525 [WhatsApp] to avail warranty services and the required info of the device must be shared wherever/whenever required.
8. The company shall not be **liable for delay** in furnishing or failing to furnish a device if such delay or failure is caused by an act of God, strike, governmental action, logistics delay, non availability of spare parts or any other cause beyond our control.
9. The customer will be invoiced for parts if the cost is => 20% of Invoice value and **workmanship/labour charges are waived**.
10. Warranty policy is subject to change without prior notice.
Latest policy can be fetched from links.shubhdeal.com
11. Under no circumstances, the company is **liable for loss** directly or indirectly, arising out of, loss or damage to records, information or data.
12. Customers are advised to back up their data before handing over the device for repair.
The company may or may not provide Backup service.

Maximum Liability

In case we aren't able to provide the handset after Repair or Replacement due to any reasons, A 100% Money back guarantee is offered.

Last Updated: 21-08-2023