

2.WARRANTY

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2. WARRANTY

At Tila, handling warranty requests is a hassle free and seamless experience. For any warranty requests simply contact our customer support. We will collect the product from your doorstep, fix it and return it to you. Products qualifying for warranty will have Warranty Timelines mentioned in the product description.



2.1 How to initiate a warranty request?

- Login >> select “My orders” >> select the Product >> Select “Warranty Request”.
 - You will see the warranty request option if the product qualifies for Warranty, extended warranty & damage protection.
 - Please ensure the problem with the product is within the warranty Policy ([hyperlink warranty policy](#)).
 - From the options please select the problem you are facing with the product (“Product is not working” etc). Please provide as much information as possible to serve you better.
 - Alternatively, you may reach out to customer support to raise the warranty request, please keep your order ID handy.
- Product Pickup from your address:
 - Once your warranty request is placed, we will arrange pick up from your address.
 - We will communicate the product pick up Date and time with in five working days on
 - your registered email address and
 - SMS on the contact number specified in the order
 - *SMS delivery timelines are dependent on your service provider*
 - Please put your best effort to pack the product in its original packing if possible or in a securely packed state and then hand over the package to our courier representative.
 - Tila offers courier pick up from your address for free.

- Please note, before sending the product, remove any passwords or security features from your device and back up any data you want to keep. Data may be deleted during the repair process.
- **Servicing:**
 - Once we receive the product we will inspect the product & proceed with the repair process.
 - We will coordinate with Authorized Service Centers for the repair of your product.
 - In case your product cannot be repaired we will coordinate with you to send you the replacement of the product as soon as possible. In case a replacement product is not possible we will refund the amount to you.
- **Product delivery at your address:**
 - Once the product is repaired or replaced, we will deliver the product back to your address.
 - Our courier will coordinate date & time of your availability and deliver the product.
 - Post we receive the product, If it is found to be the problem with the product isn't covered with in the warranty, or if the warranty is void, we will contact you with a repair estimate on your registered email ID. You are at liberty to approve the additional cost estimate or ask us to return the product unrepaired.
 - Tila offers courier drop off to your address for free, on warranty product.
 - If the product is not qualified under warranty, then Delivery & Handling fees are applicable. You will be communicated on registered email ID with the fee Payment options, before we deliver the product to your address.
 - For the products that are dead on arrival (not working at the time of receiving) It is a mandatory to include all accessories received with the product (*like batteries, chargers, etc.*) in the original Retail Packaging.

2.2 Warranty policy

All warranty requests are handled by Tila, as long as product descriptions includes warranty.

2.2.1.Manufacturer warranty coverage

If your product is covered under manufacturer warranty then we will pick up the product from your doorstep, & get it serviced at authorized service center and ship the product back to you. Alternatively, you can directly reach out to authorized service center to get warranty service on your product.

2.2.2.Tila warranty coverage

If your product qualifies for Tila warranty then we will pick up the product from your doorstep, get it serviced from our service center and ship the product back to you.

Repair timelines

- Repairs usually take up to 15 business days once we receive the product, excluding return shipping time. In case the spare parts are not available, repair timeline may be longer than 15 days.
- Customers shall be entitled to a temporary product or 1÷400 (equal 0.25%) of the product value for every day of delay in the cases prescribed by law

2.3 Warranty legal terms and conditions

By making Warranty request for your product with Tila, you are authorizing us to represent on your behalf to work with manufacturer/ distributor/ service centers to repair the product.

The warranty is valid only on the presence of serial number of the product. Tila reserves the right to refuse warranty if this information has been removed or changed after the original purchase of the product from us. Obligations are limited to repairing of the defect parts or replacement of the defective parts or at the discretion of Tila the product will be replaced or refunded according to market price of the product.

Warranty repairs must be carried out by a Tila Authorized Service Centre. Warranty cover will be void, even if a repair has been attempted by any unauthorized service center in such an event Tila offering service under warranty will be null and void.

Repair or direct replacement of the product under the terms of this warranty may be full filled with functionally equivalent service exchange units.

The warranty does not cover the following:

- Periodic checks, maintenance, repair and replacement of parts due to normal wear and tear, replacement of consumables such as batteries, light bulbs, fuses, antennas, headphones, microphones, cables and recording heads.
- Abuse or misuse, including but not solely limited to the failure to use this product for its normal purposes or in accordance with Tila's instructions on usage and maintenance. Defects resulting from usage of the product in conjunction with accessories that are not approved by Tila for use with this product.
- Failure of the product arising from incorrect installation or use not consistent with the instructions and technical or safety standards prescribed in the product user manual. Accidents, Acts of God, lightning, water, fire, public disturbances, improper ventilation, voltage fluctuations or any cause beyond the control of Tila.
- Unauthorized modifications carried out to the product to comply with local or international technical standards in countries for which this Tila product was not originally designed.
- Damage of the battery caused by overcharging or failure to use in accordance with the specific instructions of core outlined in the product user manual. The serial no. on the product has been altered, deleted, removed or made illegible.
- The batteries are charged by chargers other than those approved by Manufacturer. Any of the seals on the battery enclosure or cells are broken or show evidence of tampering.
- Consumables, such as ink, are not covered by warranty. For more details , please refer to the warranty guide enclosed with the product.

- Misuse of the device or not following the proper usage instructions as provided in the device manual found inside the box or the instructions given on webpages or digital agreements upon the device's activation
- Breakage or physical damage as well as exposing the device to external elements such as liquids, humidity or extreme temperatures.
- Unauthorized repair attempts that result in damaging the product as well as using non-SASO certified spare parts.
- Deleting Operating System files, hard-disk partitions or virus-related issues.
- Tila shall not be liable for the loss of any saved or data compromise or stored data in products that are either repaired or replaced.
- Tila Warranty is transferable, as long as the new product owner presents original invoice received from Tila.

2.4 Extended Warranty & Damage Protection

2.4.1.Extended warranty

This program will allow you to extend warranty period up to two years over and above the original Warranty of the product. Please check the product description regarding original warranty & extended warranty options.

2.4.2. Damage protection

This program will include protection against physical damage of your product, (*like screen cracks but not scratch*) liquid damage that prevents your Covered product from meeting its designed function. Please check the product description regarding damage protection options.

The damage protection will not apply if:

- I. Warranty policy covers already
- II. it is a Cosmetic damage like scratches
- III. Deliberately damaging or neglecting the product get damaged
- IV. Failure to follow the manufacturer's instructions resulting in damage

Disclaimer: *The damage protection you buy at the time of product purchase is your policy fee. You are charged with an excess fee of 100 SAR per Damage protection claim.*

2.5 FAQs

1. How many times can a product be sent for electronic malfunction repairs under Tila Warranties?

Your product will benefit of unlimited electronic malfunction repairs, if it's covered by any of Tila Warranty.

2. How many times can I claim damage protection?

You may claim damage protection once during your damage protection tenure.

3. The product has a manufacturer warranty can I extend it?

Yes, Tila currently offer extended warranty even on products that fall under manufacturer warranty.

4. Can I extend the warranty after purchasing the product?

No, you can only purchase Extended warranty at the time of purchasing the product.

5. Can I return an extended/damage warranty within returns timelines?

No, you would not be able to return.

It is not possible to return the extended/ damage warranty once purchased.

6. The serial number has been removed from the product, what do I do?

If the serial number is removed or tampered from the product, we will not cover under warranty.

7. Under damage protection, Can I repair any kind of damages?

Damage protection warrants accidents resulting in physical damage such as cracked screens, drops, and & liquid damage. The warranty will not apply to any damages caused by:

- Cosmetic damage
- Deliberately damaging or neglecting the product get damaged
- Failure to follow the manufacturer's instructions resulting in damage