

## Do's & Don'ts — Velvera Usage Guide

A quick guide to help you get the best out of your Velvera products, while ensuring long-term reliability, safety, and compliance with warranty and privacy policies.

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### DO's

- **Register Your Product**

Register your Velvera device on the Velvera Care App within 30 days to activate extended warranty benefits.

- **Use Certified Accessories**

Always use **Velvera-certified chargers, cables, and cases** to maintain optimal device performance and ensure safety.

- **Update Regularly**

Keep your device updated with the latest **VelveraOS releases and security patches** to benefit from new features and critical fixes.

- **Back Up Your Data**

Use Velvera Cloud or local backup options to safely store contacts, media, and documents.

- **Clean Responsibly**

Clean your device using **microfiber cloths and non-abrasive cleaning agents**. Ensure ports remain dry and lint-free.

- **Use Privacy Features**

Explore and customize your **VelveraOS Privacy Dashboard** for complete control over permissions and tracking.

- **Utilize Velvera Trade-in & Recycling**

When upgrading, recycle your old device through Velvera's **TakeBack+** program to earn green credits and reduce e-waste.

- **Contact Authorized Support**

Always reach out to **Velvera-authorized service centers** or customer support for diagnostics, repairs, or technical issues.

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### DON'Ts

- **Don't Use Third-Party Fast Chargers**

Avoid using non-certified high-wattage chargers. This may **void your warranty** and cause internal damage.

- **Don't Jailbreak or Root Devices**

Modifying VelveraOS disables key security features and **invalidates all warranty and Care+ protection plans.**

- **Don't Ignore Overheating or Swelling**

Discontinue use and **immediately contact support** if you notice battery swelling, overheating, or performance drops.

- **Don't Install Unverified Apps**

Use only trusted sources (Velvera Store, Google Play) to avoid security risks and data compromise.

- **Don't Expose to Water Beyond Rated Depth**

Even with IP68/IP69K ratings, **avoid prolonged water submersion**, especially in salt water or soapy environments.

- **Don't Disassemble Your Device**

DIY repairs or tampering with internals will **void your warranty** and may cause further damage.

- **Don't Delay Warranty Claims**

Initiate warranty claims promptly. Devices showing **signs of neglect or post-damage usage** may be rejected.

- **Don't Share Your Velvera ID Credentials**

Your Velvera ID gives access to cloud services, backups, and AI features — keep it secure and enable 2FA.

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For full warranty, care, and usage terms, visit:

[velvera.com/warranty](http://velvera.com/warranty)

[velvera.com/privacy](http://velvera.com/privacy)

[velvera.com/support](http://velvera.com/support)

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*Crafted with precision. Powered by innovation. Designed for tomorrow.*