

Primebook Warranty Policy

1. Warranty Claim Process

To initiate a warranty claim, customers are required to connect with the Primebook support team through WhatsApp during official support hours, which are **10:00 AM to 7:00 PM**.

In order to process a warranty claim, it is **mandatory for customers to follow and complete all troubleshooting steps** provided by the Primebook support agent. These troubleshooting steps are designed to identify and resolve common issues remotely whenever possible. The support team may guide the customer through various diagnostic checks, software troubleshooting procedures, or hardware verification steps to determine the nature of the problem.

A warranty claim can proceed only after the required troubleshooting steps have been completed and the support team determines that the issue cannot be resolved remotely.

Customers are expected to cooperate with the support team during this process and provide accurate information regarding the issue they are experiencing with their device. Failure to follow the instructed troubleshooting steps may delay or prevent the warranty claim process.

2. Device Pickup Process

If the issue reported by the customer cannot be resolved through remote troubleshooting conducted via call or chat, Primebook will arrange for the **pickup of the device from the customer's address**.

The pickup will be scheduled through **Primebook's authorized courier partners**, and the customer will be informed once the pickup request has been initiated.

The **Turnaround Time (TAT) for pickup of the faulty product unit is generally between 0–3 business days**. This timeframe is calculated from the moment the **Airway Bill (AWB)** is created by the courier partner.

Customers are requested to keep the device properly packed and ready for handover to the courier partner. Proper packaging helps prevent any additional damage during transit.

Pickup timelines may vary depending on factors such as courier availability, serviceability of the customer's location, and operational constraints of logistics partners.

3. Warranty Coverage and Repair Policy

Primebook warranty coverage is limited strictly to **repairing or rectifying the specific fault reported in the device**.

Once the device is received at the service facility, the Primebook technical team will inspect and diagnose the issue. Based on the evaluation, the service team will determine the appropriate course of action required to resolve the problem.

If the reported issue can be repaired, Primebook will perform the necessary repair to restore the device to proper working condition.

In cases where the device cannot be repaired or where repair is not feasible, Primebook may provide a **replacement device of equivalent condition**.

Replacement devices are provided based on **availability** and may or may not include:

- Original packaging
- Accessories supplied with the original device

The replacement device provided will be fully functional and inspected before dispatch.

Primebook reserves the right to determine whether a device will be repaired or replaced based on technical evaluation.

4. Replacement Shipment Timeline

If a replacement device is issued, the shipment is generally dispatched through Primebook's authorized logistics partners.

The **estimated shipping time for replacement devices is typically between 1–6 business days**, depending on the customer's delivery location and courier service availability.

Delivery timelines may vary due to factors such as:

- Distance from the service facility
- Courier network coverage
- Operational delays by logistics partners

Customers will be informed regarding the shipment once the replacement device has been dispatched.

5. Service Time Disclaimer

Primebook will make every reasonable effort to ensure that repairs, replacements, and service requests are completed as quickly as possible.

However, it must be clearly understood that **Primebook does not guarantee a fixed or specific timeline** for the completion of repairs, replacements, or servicing.

Factors such as:

- Technical evaluation requirements
- Spare part availability
- Logistics delays
- Courier service constraints

may affect the overall turnaround time.

Therefore, Primebook would like to expressly clarify that **there is no obligation to complete repairs, replacements, or services within a specified or guaranteed time period.**

Primebook Warranty Exclusions

The Primebook warranty shall **not be applicable** in certain situations where the damage or malfunction is caused by factors outside normal usage conditions.

Warranty coverage will not apply under the following circumstances.

1. Physical Damage or Misuse

Warranty claims will not be accepted in cases involving **physical damage to the product.**

This includes, but is not limited to:

- Damage caused due to accidental drops or impact
- Cracked screens or broken components
- Damage resulting from improper handling of the device

Additionally, warranty will not apply if the device has been **tampered with, opened, or repaired by unauthorized persons.**

Any repair attempts carried out by individuals or service centers not authorized by Primebook will immediately void the warranty.

Misuse of the device, negligent operation, or reckless handling that results in product damage will also make the warranty invalid.

2. Environmental or External Damage

Warranty coverage will not apply if the device has been affected by environmental factors or external conditions beyond normal operating usage.

Examples include:

- Device damage caused by house pests, rodents, or pets
- Damage due to exposure to liquids or spillage of any kind
- Water logging or moisture exposure
- Exposure to extreme temperatures or harsh environmental conditions

Any malfunction resulting from these factors will be considered outside the scope of warranty coverage.

3. Improper Charger or Accessory Usage

Primebook devices are supplied with accessories such as **power adapters and charging cables** that are specifically designed for use with Primebook products.

These accessories are intended exclusively for use with Primebook devices and **are not designed to function as universal charging devices** for other electronics, even if those devices use similar connectors such as **USB-C**.

Users are strongly advised to use the **provided charger and accessories only with the Primebook device**.

Connecting the Primebook charger or accessories to third-party devices may cause compatibility issues or damage due to differences in electrical specifications or power requirements.

Primebook shall **not be held responsible for any damage caused to third-party devices, equipment, or accessories** resulting from the use of Primebook chargers, cables, or accessories with products other than Primebook devices.

4. Electrical or Natural Causes

Warranty coverage does not include defects or damage resulting from circumstances beyond reasonable control.

Such situations may include:

- Abnormal voltage supply
- Power surges or electrical disturbances
- Lightning strikes
- Natural disasters or other acts of God

Any damage arising from these events will not be covered under the Primebook warranty policy.

5. Warranty Period Limitation

The Primebook warranty is valid for **12 months from the date of purchase**.

The purchase date will be determined based on the **proof of purchase provided by the customer**, such as an invoice or purchase receipt.

Once the warranty period has expired, the warranty will automatically be discontinued.

This applies regardless of whether the product has been actively used or has remained unused during the warranty period.

After the warranty period ends, any repairs or servicing required for the device may be subject to applicable service charges.