

Warranty

The Warranty on ICE devices is valid for protecting your device for the period of one year (from the date of generation of invoice). The warranty covers all issues relating to the problem caused to the normal usage of product due to deficiency in product quality. ICE X Electronics will provide coverage for free maintenance of the same during the stated period.

If there are issues with respect to quality in the bought product, then the customer can call the **Customer care Helpline Number (092-12-82-00-00)** or write a mail to the company for any service related support. The company will provide complete assistance for same to its customers.

The following conditions are applicable for eligibility of the warranty. The warranty form along with the purchase invoice represents the warranty card. The maintenance available under the warranty terms will not be applicable under the following conditions:

1. Loss of purchase invoice.
2. Defects caused by actions of entities not authorized by ICE X Electronics.
3. Defects caused by non-compliance or warnings in the product manual.
4. Physical defects or damages to the product.

This Warranty will not be applicable to damages caused to the product by accident, lightning, damage by fire or water or act of God. Also any damage by dropping or shock or any external cause beyond ICE X Electronics control and/or damages caused by tampering of the product unauthorized entities.

DETAILED TERMS & CONDITIONS: **COVERED IN WARRANTY**

ICE warrants it's Product to be free from defects in workmanship and materials during the specified Warranty Period. However, the Warranty on bundled accessories, which were delivered together with the Product such as battery, cables, pouch, charger, earphone etc. would be covered for a variable time period, depending from product to product, from the date of Purchase.

If the Product fails during normal and proper use within the Warranty Period, ICE will repair or replace the defective parts of the Product or the Product itself, with new or reconditioned parts or products that are functionally at least equivalent to those originally supplied. This Warranty applies only if the Product was newly manufactured on the Date of Purchase. Please keep the original purchase invoice and this Warranty Card for future service requests. This Warranty does not include failure caused by improper installation, operation, cleaning or maintenance, accident, damage, misuse, abuse, non ICE modifications to the product, any software programs, normal wear and tear or any other event, act of god, default or omission outside the control of ICE.

For further details please go through the entire Warranty Card of the purchased product. All components repaired or replaced by an ICE authorized Service Centre will be under Warranty for the remaining period of Warranty and not for a renewed duration of 1 year (or 6 months incase of accessories). The Repair Centre may recover the originally configured operation system bundled with the Product.

ICE will not restore or transfer any data or software from the Product's original storage media. If the Product is repaired, all user generated data may be permanently deleted. If ICE provides any replacement Product or parts, you hereby agree to return to ICE and transfer the ownership of the replaced Product and/or parts. The replaced Product and/or parts shall automatically become the property of ICE.

NOT COVERED IN WARRANTY

ICE does not warrant uninterrupted or error-free operation of its Product. The Warranty only covers technical hardware issues during the Warranty period and under normal use conditions.

This Warranty does not apply to software issues or customer induced damages or circumstances, such as but not limited to : The Product has been tampered with, repaired and/or modified by non-authorized personnel, The serial number/IMEI number of the Product, components or accessories has been altered, cancelled or removed. The Warranty seals have been broken or altered, Obsolescence, Damage (accidental or other) to the Product that is cosmetic, meaning damage that does not impact the operation and functioning of the Product, such as without limitation to rust, change in colour, texture or finish, wear and tear, gradual deterioration. Damage to the Product caused by war, terrorism, fire, accident, natural disaster, intentional or accidental misuse, abuse, neglect, or improper maintenance, use under abnormal conditions, accidental drops, spills, fire or power surges. Damage to the Product caused by improper installation, connection or malfunction of peripheral device such as printer, optical drive, network card or USB device, etc.

Damage to the Product caused by an external electrical fault or any accident. Damage to the Product resulting from use outside of the operation or storage parameters or environment detailed in the Quick Start, Warranty and Safety Guide. Damage from improper installation, improper connection or use of parts, components and/or software not manufactured or sold by ICE. Damage to the Product caused by third party software or virus(es) or there is software loss or data loss that may occur during repair or replacement. Non usability due to forgotten or lost security passwords. Any contamination, condition or other circumstance of the Product, which ICE, in its sole discretion, considers a danger to health and safety, including but not limited to any contact between the Product and a biohazard, bodily fluids, infectious materials/substance, chemicals, hazardous substances, diseases, insects, vermin, radiation or other. Fraud, theft, unexplained disappearance or wilful act.

Customer needs to call the **Customer Care Helpline Number (092-12-82-00-00)** and walk-in to the nearest service centre to get the product checked, repaired or replaced as the case may require.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.