

Primebook Warranty Policy

- To claim the warranty, please connect with us on WhatsApp between 10 AM and 7 PM. To claim a warranty, it is necessary to follow all the required troubleshooting steps as instructed by our support agent.
- If the issue is not resolved over call or chat, we will arrange to pick up the device from your address.
- The Turnaround time (TAT) for picking up the faulty product unit is between 0-3 business days right from creating the AWB (Airway Bill) of our courier partners.
- Primebook warranty coverage shall be limited only to provide repairs & rectification of the fault reported. In case a replacement is provided, it will be done with an equivalent condition device only, with or without packaging & accessories.
- Usually, after issuing the replacement product, it takes around 1-6 (Depending on the location) business days to deliver the shipment to your doorstep.
- While Primebook will make every effort to carry out repair at the earliest, we would like to make it expressly clear that we are under no obligation to do so in a specified period of time.

Primebook Warranty is not applicable in any of the following cases:

- In case of any damage to the product, repair by unauthorized persons, misuse detected, product attacked or damaged by house pests, rodents, pets, accidental or incidental damage, spillage of any kind of liquid on the device, device subjected to extreme temperatures, atmospheric conditions, water logging, non-specified charger usage, any kind of breaking or cutting of wires, improper or reckless use.
- Defects appeared due to causes beyond the capacity to control like the abnormal voltage, lightning, or acts of God.
- This warranty will automatically be discontinued on the expiration of the warranty timeline, i.e., 12 Months (as determined by proof of purchase), even if the products are not operated during the warranty timeline for any reason.