

Warranty policy for the ZEBEX Products

Version: - Z012019

This is to inform all, Global Brand Pvt. Ltd. Hereby decaled **1** years warranty policy all **ZEBEX** product's

Warranty:

GBPL has been in pursuit of perfection that always distributes excellent products with outstanding designing, great Materials & crafted manufacturing product from well renowned Brand. We respectively grant a limited period of free service since the date of delivery, based on product categories.

Important Notice

GBPL will be free from the liability for the product warranty under the following conditions:

- ❖ The expired warranty.
- ❖ Any removed, blemished or impaired warranty stickers.
- ❖ Damage caused by accidents, misuse from any reasons, improper installation or unauthorized repair.
- ❖ Damage caused by natural disaster, such as lightning strike, flood & earthquake.
- ❖ Any kind of Burn case which is caused by overload or Electrical overvoltage /High voltage.
- ❖ Any kind of broken part.
- ❖ Product has been repaired or taken apart by unauthorized technicians.
- ❖ Consumable items (laser diodes, LCDs, backlights, etc.) and software

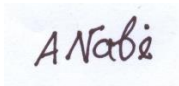
GBPL RMA Standard Procedure

- ✓ The applicant needs to give a full of description about defects as much as possible, and avoid ambiguous or inappropriate phrases, such as "DEAD", "Don't work". Specific description will be helpful to reduce the possibility of repair delay & decrease customer's loss.
- ✓ **When returning defective goods, serial number is needed.** Please clearly indicate your necessary documents like model name, serial number, and GBPL purchase invoice no & date. Otherwise, GBPL does not bear any responsibilities.
- ✓ Products which no longer manufactured by company but still under warranty can be claimed for warranty-In the event that the product is not repairable, an attempt to replace the product with an equivalent specification or adjust with new model price.
- ✓ Service product related Information will provide to the customer regular basic. Here one of our dedicate executive will assign. After complete the problem we will deliver the mention product.

Out of Warranty Products:

- ✓ GBPL is entitled to reject & return any out of warranty RMA cases. However prime effort will be made to repair all out of warranty products that are repairable. Charges are applied accordingly to repairing out of warranty products.

Authorized Signature



Aktharun Nabi Mazumdar
AGM RMA & Service