



## 1. Warranty & Support

Warranty period of the Product is 12 months from the date of purchase from GreenOcean Research Labs Pvt Ltd (GORL)/ its authorised channel partner. If proof of purchase cannot be provided, the manufacture date as recorded by GORL will be deemed to be the start of Warranty Period.

Warranty period of battery and other accessories: 6 months warranty from the Date of Purchase.

GORL warrants the Product to be free from defects in workmanship and materials for the Warranty Period. The Warranty does not cover bundled accessories, which were delivered together with the Product such as: cables, headphones. Glucose strips etc.

If the Product fails during normal and proper use within the Warranty Period, GORL will repair or replace the defective parts of the Product, or the Product itself, with new or reconditioned parts or products that are functionally equivalent or superior to those originally supplied.

This Warranty does not include failure caused by improper installation, operation, cleaning or maintenance, accident, damage, misuse, abuse, tampering, non-GORL modifications to the product, any software programs, normal wear and tear or any other event, act, default or omission outside GORL's control.

### Software Support

Any software delivered with the Product is provided "as-is". GORL does not guarantee uninterrupted or error-free operation of any software provided with the Product.

This warranty covers the hardware of the Product. GORL will provide technical support for the Product's preinstalled software only when it concerns the proper functioning of the hardware. For other problems with the software, we advise You to review the user manuals, the GORL support web site and/or other online resources. Third party software may require support from the respective vendors.

### TFT LCD defect policy

Despite the highest possible standards, the intricate manufacturing of thin film transistor (TFT) liquid crystal display (LCD) screens may still produce slight visual imperfections. These visual imperfections do not impair the performance of Your Product.

However, GORL will provide the Warranty service for Your GORL Product's TFT LCD screen only if there are at least:

3 bright pixels or 5 dark pixels or 8 bright and/or dark pixels in total; or

2 adjacent bright pixels or 2 adjacent dark pixels; or

3 bright and/or dark pixels within an area 15 mm in diameter.



## Customer responsibility

### When using the Product

- Read the user manual first and use the Product only according to the user manual.
- Do not leave the Product connected to the power supply once it is fully charged. Some electrical items are not designed to be left connected to the power supply for extended periods of time.
- Keep the original packaging. In case the Product needs to be returned for repair, original packaging provides a better protection for the Product during transportation.
- Please check the manual and the GORL support website for troubleshooting solutions, before contacting the customer service.

Except as provided in this warranty and to the maximum extent permitted by law, GORL is not responsible for direct, special, incidental or consequential damages resulting from any breach of warranty or condition, or under any other legal theory, including but not limited to loss of use; loss of revenue; loss of actual or anticipated profits (including loss of profits on contracts); loss of the use of money; loss of anticipated savings; loss of business; loss of opportunity; loss of goodwill; loss of reputation; loss of, damage to or corruption of data; or any indirect or consequential loss or damage whatsoever caused including the replacement of equipment and property, any costs of recovering or reproducing any data stored on or used with the Product. The foregoing limitation shall not apply to death or personal injury claims, or any statutory liability for intentional and gross negligent acts and/or omissions by GORL.

The warranty is issued at Chennai, and courts at Chennai shall have exclusive jurisdiction over matters covered or flowing from this warranty.

Product support shall be provided as AMC from second year onwards under a separate agreement but will not exceed 2 years.