

WARRANTY

1. All products carry brand manufacturer warranty, and its terms and conditions will apply.
2. Emax is only facilitator would facilitate repair process by coordinating with respective authorized brand service centers.
3. Warranty shall be limited to repairing or providing replacement of part/s through service partners, which are found to be defective and not the entire replacement of the product
4. Replacement or exchange of products should be approved by the manufacturer and is at the discretion of the manufacturer. This means report from authorized service center is mandatory before any replacement or exchange
5. Products given for repair & not collected within 30 days of creating job card or replacement, whichever is earlier, will be disposed off without any intimation and Emax will not responsible to entertain any claims for pending collections
6. In the event a product is approved for replacement, original box and all accessories are to be submitted to avail replacement. The warranty will continue from the original product and will not be from the date of replacement.
7. In the event of repairs/replacement of any part/s of the unit, this warranty will thereafter continue and remain in force for the unexpired period of the warranty. Moreover, the time taken for repair/replacement and in transit whether under the warranty or otherwise shall not be excluded from the warranty period. Minimum time for getting the product repaired/ replaced from brand authorized service centers is 2 to 4 weeks.
8. The company or its authorized service center /service dealer, reserves the right to retain any part/s or component/s replace at its discretion in the event of a defect noticed in the equipment during the warranty period, hence customer cannot demand the parts to be returned back.
9. The warranty is local UAE warranty unless offered and mentioned on warranty card additionally for international coverage.

WARRANTY IS NOT APPLICABLE IN FOLLOWING CASES

1. Defects or malfunctions caused by damage resulting from improper care, misuse or abuse of the product, or operation of the product contrary to the instructions contained in the owner's manual.
2. Defects caused by Improper use as determined by the company personnel.
3. Installation/ repair work is carried out by persons/agency other than authorized by the company.
4. Site (premises where the product is kept) conditions that do not confirm to the recommended operation conditions of the machine. Damage caused by overcharging and wrong voltage burnouts.
5. The original serial number is removed, obliterated, or altered from the machine or device
6. Damage or defect caused by accident, sand, water, sweat or battery leakage.
7. Damage caused during transportation by customer.
8. Product is tampered, modified, repaired, or attempted to repair by unauthorized service personnel. This also includes modification or alteration in electrical circuitry of the set.
9. Model name and serial number in the warranty card does not match the product, or if they are altered, removed or mutilated.
10. Device improper working due to software installation, customized settings, antivirus & lack of know how.
11. Products used for commercial usage will not be eligible for extended warranty claims.
12. To avail the lifetime replacement warranty benefits from brand, retain original invoice & defective product on your device or else replacement service charges as applicable will apply
13. Warranty is not available for freebies (FOC's & packaging accessories)/ Free Gifts
14. The warranty does not cover demonstration/installation of the product purchased.

15. The warranty does not cover accessories external to the system.

EXCHANGE / RETURN / OTHER INVOICE T&C's (7 DAYS EXCHANGE)

1. Product should be returned within 7 days of purchase in original packed condition.
2. Customers need to produce original Emax invoice at the time of return.
3. If the product purchased has a bundle, then the entire bundle (including any freebies, gift vouchers, accessories, raffle coupons etc) need to be returned or else system price of free items will be charged.
4. Refunds shall be made according to mode of payment as used in invoicing. Further in case of credit card, refund will be made in same credit card which has been used at the time of invoicing. For refund in other credit card, customer need to share the bank letter for closure or replacement of credit card.
5. If customer has made the payment through Mall Voucher or through Foreign Currency or through Touch Points/Loyalty Points, upon sales return, only credit note will be issued.
6. No cash refunds. Upon approval of sales returns, only credit notes will be issued.
7. Original Credit Note or Gift Voucher is mandatory for redemption.
8. If the product packing or seal is opened & management approves for return within 7 days, a minimum 15% restocking fees would apply on product regular RSP provided product is unused & confirmed by in charge that same can be offered to other customer.
9. Personal care items, Headsets, gaming software's and generic software's are not applicable for exchange.
10. Damage unit will not be accepted for any returns. It's customer's responsibility to ensure & check the product PRIOR to signing the proof of delivery & in case of cash and carry, it must be reported at the time of invoicing. Any damages reported subsequently will not qualify for return or exchange or Warranty terms and conditions
11. In case of Dead-on-Arrival (DOA cases), not functioning as per operational manual, returns/ refunds will only be processed after due verification & approval by our personnel or manufacturers authorized service center technicians, as applicable and this process may take 3-5 working days
12. Products from value corner/ clearance stocks are not applicable for exchange/ refund
13. The product must be in its original packed condition (including instruction manual and all accessories), which means it is unworn, unopened from shrink wrap or seal opened, unused and in its original condition. If the conditions are satisfied, customer would be issued credit note for equivalent value.
14. Credit Note / Gift Vouchers will not be accepted after validity date as printed or 6 months from the date of issue. Lost credit note or gift voucher will be considered as void.
15. Smart pay charges will not be refunded if already converted by bank into installments. To verify from bank, it will take minimum 3 working days.
16. In case customer is using Discount Voucher as mode of payment, it will be mandatory to pay minimum 25% of invoice value through other mode of payment other than Discount Vouchers. Customer can't pay 100% of the invoice value through Discount Vouchers as same will be treated as Deemed Sales and will attract 5% VAT.
17. Certain items like Emax Gift Vouchers, Emax Gift Cards, e-Vouchers, Microsoft Office, iTunes, Etisalat/DU Recharge Cards, EDSN, Services etc (Emax having rights to add any other item) will not be accepted for any sales return. Once voucher code/PIN generated same cannot be returned.
18. In case customer is making a sales return of an invoice where Discount Voucher has been redeemed, customer will get the credit note after reducing the value of Discount Voucher.

19. In case credit card payment exceeds AED 2,000/- it is mandatory to verify customer's original ID (Emirates ID card or Driving License or Passport). This is required even for the transactions where PIN has been entered.
18. In case of appliances or large panel Audio/Video products, no customer returns shall be entertained post the unit is delivered & installed unless supplier gives confirmation to take the unit back or before authorized service center investigation report & approval
19. In case product delivered and not installed based on customers request, any subsequent visit for delivery/installation will be a paid service (minimum visit charges AED 100 per visit) and will be subject to availability of technicians.
20. Delivery of all products under Cash & Carry invoices are presumed to be handed over to customer immediately upon invoicing and same will be considered as proof of delivery, however for products under delivery, customers need to confirm & take their deliveries within 1 month of invoicing else product holding charges of AED 10 per day will be applicable after 1 month of invoicing
21. Post-delivery of stocks/ installation, Emax will not entertain any claims for damage stocks. For cases where customer would like to make their own delivery/ installation arrangements, Emax will not have any liability for damage or breakage either in transit or while installation.
22. In case product is send to service center for repair, Emax will not be responsible for any data loss from the device.
23. Detailed Warranty & Emax Care T&C's have been explained to customer and only after customer's consent on its charges, invoicing has been done. Customer can download the copy of T&C's of any warranty program by visiting Emax Web page <https://uae.emaxme.com/static/emaxcare> & <https://uae.emaxme.com/static/extendedwarranty>
24. T&C's of prevailing loyalty programs will apply in all invoices