

# TUFF DEVICE WARRANTY

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TUFF Phones Ltd warrants this product as free of defects in materials, design and workmanship for a period of twelve months. The warranty time starts at the date of purchase. If during the period of warranty this product proves defective under normal use and service you should return the product to the retailer from whom it was originally purchased. The liability of TUFF Phones Ltd and its appointed maintenance company is limited to the cost of repair and/or replacement of the unit under warranty.

## **For further questions please contact TUFF Phones Ltd:**

TUFF Phones Ltd,  
Top Floor, St John's House  
St John's Street  
Chichester, West Sussex  
PO19 1UU, United Kingdom

contact@tuffphones.co.uk  
UK 0845 388 3764  
Int. +44 845 388 3764

Available Monday – Friday, 8:30 am – 5:30 pm GMT  
(not during public holidays)

## **Warranty Conditions**

1. The warranty is only valid when the warranty card is properly completed and upon presentation of proof of purchase consisting of the original invoice or sales slip confirmation, indicating the date of purchase, dealer's name, model, serial/IMEI No. and product number.
2. TUFF Phones Ltd's obligations are to the repair of the defective part, and at its discretion, replacement of the product (service exchange unit).
3. Warranty repairs must be carried out by an authorised TUFF Phones Ltd dealer/service center. No reimbursement will be made for repairs carried out by an unauthorised TUFF Phones Ltd center and warranty cover will not be valid for any repairs or damage caused by such repairs.
4. Repair or replacement under the terms of this warranty does not give right to extension to or a new starting period of warranty. Repair or direct replacement under the terms of this warranty may be fulfilled with functionally equivalent service exchange units.
5. The warranty is not applicable in cases other than defects in materials, design and workmanship.

## **The warranty does not cover the following:**

- Periodic checks, maintenance, repair and replacement of parts due to normal wear and tear.
- Abuse or misuse, including but not solely limited to the failure to use this product for its normal purposes or in accordance with TUFF Phones Ltd instructions for usage and maintenance.
- Upgrading of software due to changes in network parameters.
- The product has been used in conjunction with accessories not approved by TUFF Phones Ltd for use with this product.
- Failure of the product arising from incorrect installation or use not consistent with technical or safety standards in current force, or failure to comply with the appropriate product user manual instructions.
- Accidents, or any cause beyond the control of TUFF Phones Ltd incurred by, but not limited to, lightning, water, fire, exposure to extreme temperatures or improper ventilation.
- Unauthorised modifications carried out for the product to comply with local or national technical standards in countries for which the TUFF Phones Ltd product was not originally designed.
- Damage of the battery caused by overcharging or failure to use in accordance with the specific instructions of care outlined in the appropriate product user manual.
- Repairs performed by unauthorised service centers such as opening of the product by a unauthorised person.
- The model, serial/IMEI No. and product number on the product has been altered, deleted, removed or made illegible.
- The battery is charged other than by a TUFF Phones Ltd approved battery charger.
- Any of the seals on the battery enclosure or cells are broken or show evidence of tampering.
- Prolonged exposure to moisture, dampness or extreme thermal conditions.

## **Disclaimer**

### **SIM cards and stored data:**

TUFF Phones Ltd shall not be held responsible for ensuring that the SIM card is removed from any returned products and for saving any stored data, for either in guarantee and out of guarantee products.

6. This warranty does not affect the consumer's statutory rights nor the consumer's rights against the dealer. This warranty will be the purchaser's sole and exclusive remedy and neither TUFF Phones Ltd nor its subsidiaries or the distributors listed in this warranty document shall be liable for any incidental or consequential damages for breach of any express or implied warranty of this product.
7. Repaired or replaced products may include new and/or refurbished components and equipment.