

NEXTGEN EHUBTECHNOLOGIES SOLUTIONS LTD

Warranty Policy & Customer Purchase Record Form

1. Customer Information

- Full Name:
- Phone Number:
- Email Address:
- Physical Address:

2. Product Information

- Product Name:
- Model / Series:
- Serial Number:
- Condition at Purchase: ☐ New ☐ Refurbished ☐ Open-Box
- Date of Purchase:
- Invoice/ Receipt No:
- Warranty Duration (as indicated on product page/packaging):

3. Warranty Policy

At eHub Technologies, we stand behind the quality and reliability of every product we sell. This warranty policy outlines the terms and conditions under which warranty claims may be made for products purchased from our store, including but not limited to computers, printers, projectors, accessories, and storage devices.

Warranty Coverage

All products sold by eHub Technologies include a limited manufacturer's warranty covering defects in materials and workmanship under normal use. Warranty duration varies by product and brand and is clearly specified on the product page or packaging.

Please note:

- *Product condition at the time of purchase may affect warranty duration. Refurbished or open-box items may carry shorter warranty periods compared to brand-new units.*
- *Warranty terms follow the manufacturer's guidelines and may differ across product categories.*

Covered Under Warranty

- Hardware malfunctions not caused by external factors
- Component failure under normal usage conditions

If a covered issue occurs within the warranty period, eHub Technologies will facilitate repair, replacement, or refund as per the manufacturer's terms.

4. Warranty Claim Procedure

To initiate a warranty claim:

1. *Contact our support team via email or phone with your order number and product details.*
2. *Provide a clear description of the issue along with supporting evidence (photos, videos, or error messages).*
3. *If the claim is approved, return the product to our service center or designated location for inspection.*

All warranty claims are subject to verification and approval by the manufacturer or authorized service provider.

5. Warranty Exclusions

The warranty does not cover damage or malfunction resulting from:

User Malpractices

- Improper installation or handling
- Use of incompatible accessories or power sources
- Unauthorized modifications or repairs

Power-Related Issues

- Electrical surges or voltage fluctuations
- Damage from unstable or unregulated power supply
- Operation without surge protection or voltage stabilizers

Liquid/ Moisture Damage

- Accidental water spills
- Condensation or humidity-related corrosion
- Submersion in any liquid

Physical Damage

- Cracks, dents, or broken components due to impact, drops, or mishandling
- Burn marks or melted parts caused by overheating

Software-Related Issues

- Operating system corruption
- Malware or virus infections
- Data loss or accidental deletion

6. Important Notes

- Warranty is valid only for products purchased directly from eHub Technologies.
- Consumables (e.g., ink cartridges, batteries) are not covered unless explicitly stated.
- Products must be returned with original packaging and all accessories.
- Claims may be rejected if serial numbers or warranty seals are tampered with.
- Warranty duration may be adjusted based on product condition at the time of sale.

7. Customer Acknowledgement

I confirm that I have read, understood, and accepted the warranty terms and conditions provided above.

Customer Signature:

Date:

8. Warranty Support

For assistance or to initiate a warranty claim, please contact:

Email: support@ehubtechnologies.com

Phone: **0716 284249**

FOR OFFICIAL USE

Approved ☐ Not Approved ☐

Reason:

.....
.....
.....
.....

Signed: Date: