

## Limited Warranty & Return Policy for TigerTech Products

At TigerTech we want you to experience the best in Safe & Smart Living in your normal day to day life. Customer satisfaction is key to our existence. Our Products are made to ensure the highest quality and are sure to satisfy your needs. However, if some Products need to be returned or replaced, we are here to help you.

### Limited Warranty

TigerTech Smart Living Pvt. Ltd. ("TigerTech") warrants that the TigerTech hardware (the "Product"), and only the Product / material / Physical goods, against defects in materials and workmanship under normal use for a period of 12 months from the date of purchase by the original purchaser ("Warranty Period"). Under this Limited Warranty, if a defect arises and a valid claim is received by TigerTech within the required Warranty Period regarding the Product, at its option and to the extent permitted by law, TigerTech will either (1) repair the Product, or (2) exchange the Product with an equivalent new or refurbished Product. The warranty for the replacement Product assumes the original Product warranty date. Once the replacement product is delivered to the customer, the replacement product becomes the customer's property and the replaced product becomes TigerTech's property.

### Exclusions and Limitations:

This Limited Warranty applies only to the Product manufactured by or for TigerTech that can be identified by the "TigerTech" trademark, trade name, logo affixed to it or by device identification numbers given to the product by TigerTech. The Limited Warranty does not apply to any (a) TigerTech products and services other than the Product, (b) non-TigerTech hardware products, (c) consumables (such as batteries or battery packs), or (d) software, and other products, even if they are packaged or sold with the Product or embedded in the Product. No TigerTech reseller, agent, or employee is authorized to make any modification, extension, or addition to this Limited Warranty. If any term is held to be illegal or unenforceable, the legality or enforceability of the remaining terms shall not be affected or impaired.

### Exclusions:

Limited Warranty will not cover following:

Damage to the product resulting from customer negligence, abuse, misuse, unauthorised modification of the product, natural disasters, theft or loss of product, abnormal voltage fluctuations, removal, obliteration or alteration of the original serial number of the product, defects caused by household pets, rats, cockroaches or any other animals or insects and other causes as mentioned in detail in the TigerTech Terms & Conditions Agreement.



**TigerTech Smart Living Pvt. Ltd.**  
Ground Floor, Apartment No. 1,  
Raj-Shree Apartments, Nilgiri Lane  
Baner Road, S No. 79/2, Aundh  
Pune 411 007  
Tel: +91-20-65404042  
CIN: U74999PN2016PTC165751  
contact@tigertechlabs.com

### **Transit Damage**

All products are carefully packed by TigerTech before dispatch. However, in some rare cases, if the product reaches you in a damaged state, please contact us within 2 days from date of delivery for us to be able to send you an immediate replacement and schedule a pickup of the damaged product.

### **Return Policy**

1. If you're facing any issues with a product purchased from TigerTech, we are here to help resolving your issues. The Issue resolution steps may be shared with you as self-help, or with assistance over a call or on e-mail.
2. TigerTech will replace any of its products within the warranty period.
3. All you need to do is call us at +91-7720056565 or email us at contact@tigertechlabs.com and we will walk you through the process of returning the system to us. We will send the courier to your location to pick up the package. All you need to do is to pack the system in the original box (do not close the box) and give the box to the courier. The Courier will inspect the product and close the box. Once we receive the system, we will repair or replace the product within 10 business days.
4. The Product needs to be returned to TigerTech undamaged, and in the original packaging along with all accessories, in accordance with this policy, based on which we will offer an exchange for the product.
5. If you have purchased the TigerTech product from retailers or distributors OR ANY OTHER OUT-LET other than www.TigerTechLabs.com or if you need to exchange our products you purchased through one of our retail partners, please follow their Return Policy, and contact them directly to process an exchange.
6. NOTE: All returned Products must be undamaged and in its original packaging, including any and all accessories, manuals, documentation, and registrations that shipped with the Product along with proof of purchase to receive the return service.
7. If the Product are returned to TigerTech (a) in damaged condition due to misuse, abuse and/or negligence or (b) without proper packaging, or (c) with missing accessories, adapters, manuals, etc. then TigerTech retains the right to either refuse delivery of such returns or charge a restocking and refurbishment cost. TigerTech will contact you with the details in such a case and the time to credit your account in such cases may vary, depending on processing time.



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[contact@tigertechlabs.com](mailto:contact@tigertechlabs.com)

For additional questions, please contact us at [contact@TigerTechLabs.com](mailto:contact@TigerTechLabs.com)

**Product Returns Process flow:**

**Step 1:** File a return request (on phone 7720056565 or on email: [contact@tigertechlabs.com](mailto:contact@tigertechlabs.com))

**Step 2:** Return request is reviewed by our team.

**Step 3:** After approval from our team, pickup of the product is arranged through our courier partner.

**Step 4:** After the product is received, it is verified against your claim after which a “replacement” process is initiated.

**Step 5:** Within 3-5 working days of the products being picked up you will receive an email from TigerTech confirming the receipt of the products. It takes between 1 to 2 weeks from the time a request is raised to the time the product is delivered back to us, depending on your location. Please be assured that your replacement products will reach you within stated period as we work very hard to ensure that your interests are protected. TigerTech will pay for shipping the replacement products to you.

After your request for return is received, we keep you informed at every step i.e. approval or rejection of return, pick-up and reshipment. You can be assured that we are working on your request.



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All orders dispatched by TigerTech will carry the original Invoice. If the Invoice/Warranty is missing, please contact us at:

**TigerTech Smart Living Pvt. Ltd.**

1, Rajshree Apartments, Nilgiri Lane

Aundh, Pune 411007

Email contact@tigertechlabs.com

Phone: 7720056565

The effective date of this Limited Warranty & Return Policy is December 1, 2017.