

Warranty Information for AmazonBasics Products

One-Year Limited Warranty

Cloudtail India Private Limited ("**Cloudtail**"), hereby guarantees to the original retail purchaser ("**You/Your**") of Amazon Basics branded product(s) ("**Product**"), that the Product is free from defects in material, design and workmanship if used in accordance with the operating instructions and pursuant to the following terms and conditions ("**Limited Warranty**").

The Limited Warranty is valid for a period of 1- (One) year, starting on the date of the invoice for the purchase of the Product from Cloudtail ("**Warranty Period**")

We warrant the Product to You against defects in materials and workmanship under ordinary consumer use for one year from the date of Your original retail purchase from Us, except that if the Product is a consumable product (for example, an ink cartridge), this Limited Warranty is null and void with respect to such a consumable product as soon as the consumable part of the Product (for example, the ink) has been consumed.

If the Product proves defective during the Warranty Period, and You follow the instructions that we will provide to You for returning the Product, we will, at our option, take one of the following actions without any extra charge to You: (i) replace the Product that is the same as or similar to the Product You purchased; or (ii) repair the Product and restore the Product to its optimum working condition; or (iii) refund to You the purchase price of the Product.

There is no assurance, representation or warranty that any replacement product will be identical to the Product You purchased. Product comparability will be determined by us at our sole discretion.

This Limited Warranty applies only to Products purchased within the territory of India ("**Territory**").

Replacement and repaired Products or parts will only be shipped to addresses within the Territory, and refunds will only be credited to accounts located within the Territory.

This Limited Warranty applies only to hardware components of the Product. This Limited Warranty applies only to Products that are not subject to:

- a) Accident, misuse, neglect, fire or other external causes, unauthorized use, alterations or repair, commercial /industrial purposes or which have been

rented/leased or have been otherwise subject to non-household/non-domestic use.

- b) Defects or parts requiring replacement due to ordinary wear and tear, corrosion, rust or stains, scratches, dents on casing or paintwork of the Product.
- c) Transfer by You to any subsequent purchaser or recipient of the Product.
- d) Use, that is not as per the Product operating manual or the instructions otherwise accompanying it.

This Limited Warranty applies to any replacement product or part, or to any repair, for the remainder of the original Warranty Period or for 90 days from its shipment to You, whichever period is longer. All parts and Products that You return to us and for which we give You a refund or replacement will become our property upon our receipt, and You agree that any unexpired part of this Limited Warranty on the replaced or refunded part or Product also transfers to us. Failure to ship the damaged part or Product back to us may result in You being charged for the replacement part or Product at full retail price.

How to obtain Service: To obtain instructions on how to obtain service under this Limited Warranty, contact customer service at **1800-419-0416** | cloudtail@blubirch.com from 9:30 AM to 6PM, Monday to Saturday

Customer service will ask You questions to determine Your eligibility under this Limited Warranty. If You are eligible, a replacement order, repair order or refund will be issued, and You will be given instructions for returning the defective Product, postage paid. If We choose to send You a replacement or to repair Your Product, we will pay the cost of shipping the replacement or repaired Product to You.

Cloudtail's total liability for damages relating to or arising out of Your purchase or use of Product regardless of the type or cause of such damage of the form of characterization of the claim asserted (whether in contract or tort) shall not exceed the original price paid for the Product.

Further Limitation. TO THE EXTENT PERMITTED BY LAW, THE LIMITED WARRANTY AND REMEDIES SET FORTH ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES AND REMEDIES. IF WE CANNOT LAWFULLY DISCLAIM STATUTORY OR IMPLIED WARRANTIES, THEN TO THE EXTENT PERMITTED BY LAW, ALL SUCH WARRANTIES WILL BE LIMITED IN DURATION TO THE DURATION OF THIS EXPRESS LIMITED WARRANTY AND TO REFUND, REPAIR OR REPLACEMENT SERVICE AS DETERMINED BY US IN OUR SOLE DISCRETION.

This Limited Warranty gives You specific legal rights, and You may have other rights under applicable laws.