



### Important Note

- Fully charge your new pTron device that comes with a built-in battery before using it for the first time.
- All our gadgets are made with utmost care and precision, and also carry the brand warranty.
- To avail warranty, Product Registration is Mandatory at <http://warranty.pttron.in>
- Brand reserves the right to change the warranty process and warranty terms & conditions without prior notice to the consumers.
- Brand reserves the right to change/modify the product design and product specifications to improve the product or as per the business need.

### How Do I Claim For A Warranty?

- Online Channels

Please reach out to us through the Warranty Claim form provided on [pttron.in](http://pttron.in), or email to [support@pttron.in](mailto:support@pttron.in). While claiming, please share the details of the purchase order/bill/invoice/product images along with the product related complaint.

- Offline Channels

For purchases made through Offline channels - retail stores/partners, please reach out to the same retail store/partner from where the Original purchase was made.

While claiming the warranty, please produce the details of the purchase order/bill/invoice along with the physical product and the related accessories.

### What is Covered in Warranty?

- Manufacturing defects in materials and workmanship of the product ONLY. This warranty applies when the product is used under normal conditions and the purpose for which the product was designed.
- No warranty on product accessories such as silicone eartips, earhooks, small charging USB cables, smartwatch/smart band straps
- Please read through the complete warranty details at <https://pttron.in/pages/repair-service-warranty>

### Customer Care Details

- Telephone: 040 - 67138888 | Working Hours: 9am - 6pm, Monday to Saturday
- Email Id: [support@pttron.in](mailto:support@pttron.in)

### Safety Precautions

- Please keep this device away from extreme heat, liquids, humidity or corrosive environment.
- Please don't over-charge the product as it will decrease the service life of battery.
- Using incompatible USB cable or high voltage chargers can damage the product & void the product warranty. We strongly recommend using a good quality DC5V-1A chargers & the USB cable included in the package.
- This product or the Bluetooth function should not be used during charging.
- Don't jam the ports such as charger port, LED port, etc.
- It is recommended to utilize the product below the maximum volume in order to protect hearing and extend the ear-buds' service life.
- Please don't open/temper the product or product's battery.
- Please keep the product out of children's reach.
- Dispose the product responsibly and adhere to your local authority guidelines.