

Warranty Service:

Warranty information:

This limited warranty shall apply to Xiaomi products. For air purifier and accessory defects under normal use circumstances and at the discretion of the company, Xiaomi shall provide free of charge repair and/or replacement services within the warranty period.

What you must do to obtain Limited Warranty Service:

The Limited Warranty starts from the day the customer receives the product.

During the warranty period, if any defect of air purifier is inspected and confirmed by a Xiaomi authorized service center, a free replacement service shall be provided.

1. This limited warranty is only valid in India, and the product is not eligible for any international warranty service. To the fullest extent permitted by law, warranty service may only be performed by Xiaomi or Xiaomi authorized service centres.
2. Xiaomi may conduct diagnostic tests on customers' products to identify the causes of failures/defects. Before returning any unit for service, customer should back up data and remove any confidential and/or personal information from the product. Xiaomi is not responsible for damage or loss of any program, data, or removable storage media.
3. Prior to contacting a Xiaomi service agent, please ensure the following information is at hand:
 - Model, serial number, and IMEI number if available.
 - Customer's full address and contact information.
 - Purchase order number, a copy of the customer's original invoice/receipt.

Who is covered :

Purchase made on Mi.com, Amazon (authorized seller is **Appario**)

What is covered/For how long : (table)

Item	Scope of Warranty	Scope of Warranty	Warranty service	Warranty Support Document
Battery	6 months	Labor and parts	Walk in	P O No.
Battery Charger	6 months	Labor and parts	Walk in	P O No.
USB Cable	6 months	Labor and parts	Walk in	P O No.
Mi Band 2 and Mi Band- HRX Edition	1 year(excluding strap)	Labor and parts	Walk in	P O No.
Headphone	6 months	Labor and parts	Walk in	P O No.
LED Light	6 months	Labor and parts	Walk in	P O No.
USB Fan	6 months	Labor and parts	Walk in	P O No.
Power Bank	6 months	Labor and parts	Walk in	P O No.
Bluetooth Speaker	6 months	Labor and parts	Walk in	P O No.
VR Play	6 months	Labor and parts	Walk in	P O No.
Selfie Stick	6 months	Labor and parts	Walk in	P O No.
Mi Wifi Repeater	6 months	Labor and parts	Walk in	P O No.

Mi Router 3C	1 year	Labor and parts	Walk in	P O No.
T shirt	No warranty	-	-	P O No.
Backpack	6 months	Manufacturing defects	Walk in	P O No.
Mi Band	1 year (excluding strap)	Labor and parts	Walk in	P O No.
Mi Car Charger	6 months	Labor and parts	Walk in	P O No.
Mi Body Composition Scale	1 Year	Labor and parts	Walk in	P O No.
Bluetooth Audio Receiver	6 months	Labor and parts	Walk in	P O No.
Selfie Stick Tripod	6 months	Labor and parts	Walk in	P O No.

What is not covered:

This warranty does not cover the following cases:

- If the product serial number, IMEI number or warranty seal is illegible or has been removed, erased, defaced, altered, and/or tampered. If any accessory or external part of the product is missing.
- Warranty does not cover natural wear & tear, usage under extreme conditions, damage due to improper care (accident, misuse or negligence) and damage caused by acts of god such as floods, fires or earthquakes.
- If any damage occurs in/on outer surface of the product, including but not limited to cracks, dents or scratches on the exterior cases, screens, camera lenses, buttons and other attachments.
- For Mi Band strap, if it becomes dirty or damaged due to contact with chemical agents, sharp objects, improper handling, accident, abuse, or under abnormal use or conditions such as sauna, swimming, and so forth.
- General maintenance, password reset assistance, cleaning, application update/installation, product demonstration, or any other service other than repair/replacement;
- Deterioration of the product caused by normal wearing and tearing, including but not limited to rust or stains;
- Any other circumstances that are contradictory or are not in compliance with business ethics.

What we will do:

Xiaomi may conduct diagnostic tests on customer's products to identify the causes of failures/defects. Before returning any unit for service, customer should back up data and remove any confidential and/or personal information from the product. Xiaomi is not responsible for damage or loss of any program, data, or removable storage media.

1. Manufacturing warranty applies on:
 - Manufacturing defects in materials and workmanship of the product. This warranty applies when the product is used under normal conditions and for the purpose in which the product was designed.
 - Warranty covers all manufacturing defects on zippers, runners, buckles & stitching issues caused by workmanship errors.
2. Xiaomi will determine whether a product is "Out of Warranty" at the company's discretion according to the standards listed below. Repair of "Out of Warranty" products shall be separately quoted by the Xiaomi service centre and respective service shall be provided upon service fee payment.
 - Violations against warranty, including but not limited to customer induced damage, such as self-repairs, exposure to water, damage caused by misuse, alternation, failure to comply with product manual, and so on.

- Invalid warranty
- Expired warranty

What we will not do:

Xiaomi will determine whether a product is "Out of Warranty" at the company's discretion according to the standards listed below. Repair of "Out of Warranty" products shall be separately quoted by the Xiaomi service center and respective service shall be provided upon service fee payment.

- Violations against warranty, including but not limited to customer induced damage, such as self-repairs, exposure to water, damage caused by misuse, alteration, failure to comply with product manual, and so on.
- Invalid warranty

Expired warranty

Return product, with proof of purchase from an authorized dealer, using the following procedures:**HOW DO I CANCEL AN ORDER?**

You can cancel your order online before the product has been shipped. If you paid via a prepayment mode (credit card, debit card or net banking), then your entire order amount will be refunded.

Unfortunately, an order cannot be cancelled once the item has been shipped from our warehouses.

If you wish to cancel an order, please follow these steps:

Log into your Mi account and go to the 'My Orders' page

Choose cancellation option and fill in the required details.

Once your cancellation request is created, we will ensure that the cancellation is processed as soon as possible.

HOW LONG WILL IT TAKE TO PROCESS MY CANCELLATION REQUEST?

Once you create a cancellation request, it will take us a maximum of 1-2 business days to cancel the order and initiate a refund. You will be notified of the same by email.

If you opt for having the money transferred back to the source of transaction, it may take up to 7-10 business days for the respective banks to process the refund. Please get in touch with the banks directly in case of any delays post confirmation of cancellation/refund by mi.com.

WHAT ARE THE MODES OF REFUND AVAILABLE AFTER CANCELLATION?

Except for Cash-on-Delivery transactions, refunds are made to the payment mode/account that was originally used to make the transaction. The refund shall be made in Indian Rupees only and be equivalent to the transaction payment received in Indian Rupees.

HOW LONG DOES IT TAKE FOR A REFUND TO BE REFLECTED IN MY ACCOUNT?

Generally, returns across all payment options take between 5 to 7 working days (excluding holidays) to reflect in your account and sometimes the process takes 8 to 10 working days, depending on the associated bank.

If the payment is not reflected within the estimated time, please reach out to us for your ARN/RRN numbers and then contact your respective bank.

Please note that refunds can only be made to the original card / account only and not through any other mode of payment.

CAN I REQUEST FOR A REPLACEMENT?

Our replacement policy allows you to request a replacement device at no additional cost if the device received by you is defective or is not as ordered. However, size-related replacement are allowed for selected products.

If you find that the package is tampered, please do not accept the item and hand the package back to the delivery person before signing the POD.

You will be eligible to get a replacement if

Our examination of the device shows a defect that qualifies the device for replacement

A replacement request is made within 10 (ten) days of receipt of the delivery of the order

The device has been received in its unused, original condition; and

The device has been received in the original product packaging along with supporting documentation such as receipt or proof of purchase, price tags, labels, warranty card and any freebies and accessories obtained along with the original product.

For Mi Crewneck T-Shirt - Under Replacement policy, only manufacturing defect based replacements are allowed within 10 days of receipt of the item. The item to be replaced must be unused and in their original condition with all original tags. We only ask that you don't use the product and preserve its original condition, tags, and packaging.

For Mi No.1 Crewneck T-shirt - Under Replacement policy, only manufacturing defect based replacements are allowed.

For Mi Business Backpack - Under Replacement policy, only manufacturing defect based replacements are allowed.

Please note that replacement is subject to availability of a suitable replacement.

Please note that this policy will not cover routine product wear and tear, damage incurred during use or any other forms of damage and will not, in any event, entitle you to a refund, whether partial or otherwise.

HOW DO I PLACE A REPLACEMENT REQUEST?

You may initiate a replacement request by calling our customer care services at 1800 103 6286. Once you have discussed the nature of your replacement request with our customer care executives, they will try to resolve the issue with the device, and may, under certain circumstances, advise a replacement.

WHAT IS THE PICKUP PROCESS FOR REPLACEMENTS?

We will arrange for a pickup of the old product/device from your address registered with mi.com at the time of purchase of the product. If you wish to ship your device from any other location, or if our courier partners do not service your registered location, you will be required to return the device, at your own expense, to the following address:

Xiaomi Communications and Logistics Pvt. Ltd, C/O DHL Supply Chain Pvt. Ltd, Plot Nos. 193-197, 254-258, 137, 248-249 Jigani Link Road, Bommasandra Industrial Area, Bangalore 562106, Karnataka.

We recommend you use a reliable courier service to return the old product.

While handing over a device for shipping or otherwise shipping it back to us, please ensure that you pack the device securely to prevent any loss or damage during transit.

I HAVE REQUESTED FOR A REPLACEMENT. WHEN WILL I RECEIVE IT?

Once you have raised a replacement request, our team will investigate and initiate the replacement process. You will receive an e-mail advising you on the estimated delivery date. Based on customer location, delivery span varies. If you don't get the return within the promised date, contact us immediately.