

## Warranty & E-Waste 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** | [cloudbtail@blubirch.com](mailto:cloudbtail@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.

Cloudbtail'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.

## **AmazonBasics e-waste Program**

Recycle Your old Amazon Basics products and help protect environment.

### **Consequences of Improper E-Waste Handling & Recycling**

E-waste when disposed or recycled improperly, can cause severe environmental pollution and adversely affect the human body as they contain excess of toxic chemicals like mercury, polybrominated flame retardants, barium, lithium and PVC. The common process of burning of e-waste in informal e-waste recycling and disposal facilities releases toxic gases into the atmosphere, causing severe air pollution. Besides that, poor recycling and improper disposal of e-waste leads to a lot of pollutants such as heavy metals like cadmium, lead and persistent organic pollutants to be released into the atmosphere, which further pollutes the eco-system and causes health hazards.

Alternately the practice of dumping of e-waste into landfills as followed by the informal e-waste recycling and disposal facilities eventually makes the hazardous and toxic components of e-waste seep into the eco-system including the regional water tables, causing soil pollution and contaminating the water table. Such contamination will affect nearby communities in an adverse manner for much longer time.

Accidental breakage and damage of electronics and e-waste can pose a threat to the environment. As long as the toxic components in electronics are enclosed within the original manufacturer's designed outer-shell of the gadget, they don't pose much of a danger as they have been engineered to contain any such effects. However, accidental breakage or damage of such electronics or e-waste can lead toxic elements leaking and contaminating their immediate environment. Damage to the environment due to accidental breakage of e-waste is a major concern in informal e-waste disposal and recycling facilities, so consumers need to ensure that they dispose their e-waste only at authorized recycling centres.

### **Instructions of handling the product during and after its use and Do's and Don'ts with respect to handling the product**

#### **Do's:**

- a) Always look for information in the product's user's guide for end-of-life equipment handling.
- b) Ensure that only authorized recyclers handle Your electronic products
- c) Always call local authorized e-waste collection centers to dispose products that have reached end-of life.

- d) When Your used electronic products, batteries or accessories reach the end of their life, always dispose of them at Your nearest authorized e-waste collection center.
- e) Wherever possible or as instructed, separate the packaging material according to responsible waste disposal options and sorting for recycling.
- f) Always ensure any glass surface is protected against breakage.
- g) Kindly ensure that the product is properly packaged before it is handed over to the authorized Recycler.

**Don'ts:**

- a) Do not dismantle Your electronic products on Your own.
- b) Do not throw electronics in bins having "Do not Dispose" sign on the product package.



- c) Do not give e-waste to informal and unorganized sectors like local scrap dealers.
- d) Do not dispose of Your product in garbage bins along with municipal waste that ultimately reaches landfills.

Be a Responsible User. Recycle Your E-Waste for a Greener Planet.

**Information about hazardous constituents of the product, viz., concentration value of substances such as lead, mercury, hexavalent chromium, polybrominated biphenyls, polybrominated diphenyls ethers and cadmium**

This Product does not exceed the maximum limits of hazardous constituents enumerated under the E-Waste (Management & Handling) Rules, 2016.