

# WICOMM Product warranty description

## General provisions

For a period of two (2) years from the date of purchase or service activation, whichever is earlier, the wi5 sold by wicomm (except for batteries) is free from defects in material and workmanship. The warranty period for battery related products is six (6) months and for other wicomm products is one (1) year. If you think that the purchased product has no defects in materials or workmanship during the warranty period or has faults during normal use, please write to [service@wicomm.io](mailto:service@wicomm.io) for further processing.

With warranty service, regardless of whether the product is covered by this warranty or not, the customer will bear all transportation costs, freight, insurance and proper packaging to prevent damage during transportation. For the confirmed defective return, within the scope of warranty service, we will pay the return transportation fee (excluding customs duty) for the repaired or replaced products.

## Limitations

This warranty does not apply to defects caused by any customer action, such as improper handling, incorrect interface connections, operations beyond design limits (such as fluid damage), improper application, improper repair, or unauthorized modifications. There are no other warranties, express or implied. Wicomm specifically disclaims any implied warranties of merchantability or fitness for a particular purpose. Wicomm's liability is limited to the actual purchase price of any defective equipment for which a claim is made and in no case includes loss of profit or goodwill of the customer or any other direct, indirect, special, incidental or consequential loss. Wicomm shall not be liable for normal manufacturing defects or routine differences from specifications.

## Expiration of warranty period

The service inspection fee for each equipment is HK \$100 (US \$13). If the customer pays a data package value equal to HK \$240 (US \$30) at the time of service claim, this fee will be waived. If parts need to be replaced (such as home button, USB port, memory chip, main PCB board or liquid damage, etc.), additional cost will be paid. Not all defects can be repaired. If the wi5 is catastrophic due to an accident or cannot be used after unauthorized modification, the customer may need to purchase an alternative product.

Service@wicomm.io for further processing:

1. Record your product serial number (SN)
2. Write down your transport tracking number
3. Send product and valid proof of purchase (e.g. copy of invoice) to:

Weikang Technology International Co., Ltd

Address: room 03, 27 / F, Haojing commercial center, 2-16 Garden Street, Mongkok, Kowloon, Hong Kong

Customer service center

Tel: 852-54485671

4. Fill in the following form:

# WICOMM 设备报修表

## ( WICOMM Equipment repair report )

<b>1 : 报修信息 Repair information</b>			
快递公司 Courier Services Company		单号 Odd Numbers	
姓名 Full name		电话 Telephone	
邮箱 E-mail			
<b>2:设备信息 Device information</b>			
系列号 Serial number		购买日期 Date of purchase	
一起寄的配件 ( 请打勾 ) : Accessories sent together (Please tick):		可能的问题 ( 请打勾 ) : Possible questions (Please tick):	
电池 Battery	<input type="checkbox"/>	不能连接 wifi Unable to connect to WiFi	<input type="checkbox"/>
数据线 Data line	<input type="checkbox"/>	不能开机 Unable to boot.	<input type="checkbox"/>
包装盒 Packing box	<input type="checkbox"/>	不能充电 Can not charge	<input type="checkbox"/>
发票 invoice	<input type="checkbox"/>		
其他问题 , 请描述 : For other questions, please describe:			
<b>3:寄回信息 Send back information</b>			
收件人姓名 Recipient's name		邮箱 E-mail	
地址 address		电话 Telephone	
城市 City		省份 Province	
国家 Country		邮编 Zip code	