

Mauritius Telecom Ltd

Warranty Terms and Conditions

Subject to the conditions, limitations and exceptions, Mauritius Telecom, hereinafter called the “company” guarantees the product from the date of purchase to the termination of warranty as mentioned.

The guarantee of the company extends and is limited to the replacement of defective parts and the cost of labour relating thereto, free of charge to the purchaser.

Under this guarantee scheme, the company guarantees the product is registered against faulty workmanship, design, manufacture or mechanical defects only for a period of twelve (12) months from the date of purchase.

The customer shall ensure that the product has not been misused or overloaded, modified or repaired (except as authorized by the company) then the company will repair or replace it (at the company’s discretion) free of charge.

Conditions

Any risk in the product shall pass to the customer upon delivery.

Consumable items such as batteries are not covered under this scheme

The cost of dispatch of the terminal to and from the company shall be borne by the Purchaser

Purchaser has the responsibility to back up any specific applications and / or data prior to depositing the terminal at the Mauritius Telecom’s after sales service

No warranty shall be considered if:

- The warranty card is not produced at the time the product is brought for repairs
- The customer has no proof of purchase
- The product has not been installed or used according to the manufacturer’s specifications
- Any unauthorized person has repaired or tried to repair, deface or modify the product
- The product is damaged by external factors such as:
 - Mechanical damage resulting from fall
 - Contact with liquids
 - Extreme temperatures
 - Thermal damage
 - Improper voltage or power supply
 - Improper use of accessories or use of accessories not approved by the manufacturer
 - Use of software applications released by parties other than the manufacturer

The company shall not be liable for:

- a) Consequential damage or loss of terminal

- b) Injury whatsoever arising from connection of the terminal or in relation thereto
- c) Any loss to the purchaser beyond the replacement of the defective component free of charge
- d) Any damage caused to the components due to modification of electrical wiring and/or power supply
- e) Any claim from the purchaser for the defective related consumable reported after use; e.g ink cartridge, toner and drum
- f) Any loss of software applications, data stored on the terminal resulting from reset / memory formatting / operating software restore / parts replacement on the terminal either by user or during intervention at Mauritius Telecom's After Sales Service

The warranty is not transferable.