




WARRANTY POLICY

Oukitel (Mauritius) Co. Ltd. Return and Replacement Policies

 www.oukitel.mu

 support@oukitel.mu

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PREFACE

We want you to love our products as much as we do. All items we sell have successfully passed rigorous Quality Control inspections from Oukitel Factory. Our warranties ensure you have a fantastic gadget experience while giving you total peace of mind. Based on laws and regulations related to the protection of consumer rights and interests in the Republic of Mauritius and Oukitel's factory warranty policies (See attached factory warranty), Oukitel (Mauritius) Co. Ltd. formulates Oukitel's product warranty policies, according to which you could return and replace the products. Oukitel (Mauritius) Co. Ltd. provides following related limited warranty services:

- Return Services
- Replacement Services

This Warranty does not apply to any: (a) Damage due to acts of nature or God, for example, lightning strikes, tornadoes flood, fire, earthquake or other external causes; (b) Negligence; (c) Commercial use; (d) Alterations or modifications to any part of the product; (e) Damage caused by use with non-Oukitel products (for example, non-compatible power supplies); (f) Damage caused by accident, abuse, or misuse; (g) Damage caused by operating the product outside the permitted or intended uses described by Oukitel or with improper voltage or power supply; (h) Damage caused by service (including upgrades and expansions) performed by anyone who is not a representative of Oukitel and (i) failure to follow instructions relating to the Product's usage.

RETURN SERVICES

3-Days Unconditional Refund Guarantee for Unopened & Unused Items

If, for whatever reason, you do not want your item within 3 days of receiving it, you may contact us for a refund on all Oukitel items that are unused and unopened.

Note: The retail store where you purchased your device might have different return policies. Please consult the service desk at your purchase point first.

Refund Period Validity

Within 3 days from the date of purchase, you can choose to return the Oukitel Product for a full refund.

Return and Replacement Guide

- (1) If you purchased the product in a retail store, please go to the store to apply for refund.
- (2) It is recommended that you check the following list before applying for replacement: a) The Invoice is unaltered, b) The item is unopened and new.

REPLACEMENT SERVICES

1-Year New Replacement Services

Unless otherwise extended by the warranty policy of an authorised Oukitel reseller, the default product warranty period is one year starting from the date of purchase of the goods, during which you are eligible for a device replacement from Oukitel's factory.

Replacement Period Validity

- a) Within 1 year(s) from the date of purchase, if a performance fault that is not caused by human damage occurs on the host of the product, you could enjoy the replacement services.
- b) The product warranty starting date is subject to the day when the purchase receipt or Proof of Purchase (hereinafter referred to as POP) is issued.
- c) Invoice, invoice copy, product warranty card, including SN and or IMEI can be used as POP. If you are unable to provide the receipt (POP), the warranty start date will be 90 days after the manufactured date (indicated by devices serial number).
- d) For details, you could click "Warranty Policies" on the support page Oukitel (Mauritius) Co. Ltd. website, www.oukitel.mu, to check whether the device is within the warranty period.

Replacement Procedure

- (1) If you purchased the product in an authorised retail store, please go to the store to apply for replacement.
- (2) Please back up and delete your personal data before bringing the device.
- (3) The customer service of our authorised reseller will contact us and an Oukitel (Mauritius) technical inspector will verify that the product is eligible for replacement. Please see the Preface section and the non-warranty section for ineligible products.
- (4) If eligible, the customer will be given a new Oukitel device of similar model and specification to the device the customer purchased according to the POP.

Note: Oukitel (Mauritius) Co. Ltd. will collect your device and send photos of the product to Oukitel Factory to request a Return Merchandise Authorisation (RMA) within 3 business day of receiving a replacement request from a retailer's service point. Once approved by Oukitel Factory (within 3 business days), Oukitel (Mauritius) Co. Ltd. will request a new device for the customer. Please allow a maximum period of 15 days for you to receive your new item from the day that we receive the RMA.

NON-WARRANTY SCOPE

Warranty Limitations

This warranty is rendered void and is not applicable under certain conditions. Products that meet such conditions are excluded by this warranty.

Exclusions

- (1) Damage caused by transportation or loading and unloading during return or replacement or repair.
- (2) Any modification, disassembly, or repair.
- (3) Charging with a charger that was not provided with the phone
- (4) Product damage caused by accidental or man-made behaviors, such as liquid damage, falling, input unsuitable voltage, excessive extrusion, main board deformation, etc. And other phenomena are also included, for example, the power adapter is damaged, cracked, broken or deformed, and the power cable is damaged, broken or bare.
- (5) The product is faulty or damaged because it is not installed, used, maintained, or kept in accordance with the instructions.
- (6) The product model or number on the warranty certificate is inconsistent with the physical product or the warranty certificate was altered.
- (7) The product nameplate, SN bar code, and warranty label are removed or damaged, and cannot be identified.
- (8) No valid maintenance vouchers and valid invoices (excluding those that can prove that the products are within the warranty period).
- (9) The warranty period has expired.
- (10) Faults or damage caused by factors of Force Majeure such as fire, earthquake, and flood.

Factory Warranty Policy

PREFACE

This Limited Warranty applies only to the Product manufactured by or for Oukitel Factory, that can be identified by the "Oukitel Mobile" or "Oukitel" trademark, trade name, or logo affixed to it.

We want you to love our products as much as we do. All items we ship have successfully passed our rigorous Quality Control inspections. Our warranties ensure you have a fantastic gadget experience while giving you total peace of mind. Most items are sold by

LIMITED PRODUCT WARRANTY

Oukitel Factory warrants the original purchaser that your Oukitel Mobile product shall be free from defects in materials and workmanship under normal use during the warranty period. Except otherwise provided by applicable law, the warranty lasts and is provided for 1 year. Notwithstanding the foregoing clause, Oukitel Factory does not exclude, limit or suspend the minimum legal warranty period imposed by applicable law.

Oukitel Factory does not warrant the operation of the product will be uninterrupted.

EXCLUSIONS AND LIMITATIONS

The Limited Warranty does not apply to any: (a) Damage due to acts of nature or God, for example, lightning strikes, tornadoes flood, fire, earthquake or other external causes; (b) Negligence; (c) Commercial use; (d) Alterations or modifications to any part of the product; (e) Damage caused by use with non-Oukitel Factory products; (f) Damage caused by accident, abuse, or misuse; (g) Damage caused by operating the product outside the permitted or intended uses described by Oukitel or with improper voltage or power supply; (h) Damage caused by service (including upgrades and expansions) performed by anyone who is not a representative of Oukitel or (i) failure to follow instructions relating to the Product's usage.

Recovery and reinstallation of software programs and user data are not covered under this Limited Warranty. No Oukitel reseller, agent, or employee is authorized to make any modification, extension, or addition to this Limited Warranty. If any term is held to be illegal or unenforceable, the legality or enforceability of the remaining terms shall not be affected or impaired.

Products which were not duly imported and/or were not duly manufactured by Oukitel and/or were not duly acquired from Oukitel or a Oukitel Mobile's official seller are not covered by the present warranties. As per applicable law, you may benefit from warranties from the non-official retailer who sold the product. Therefore, Oukitel Mobile invites you to contact the retailer from whom you purchased the product.

IMPLIED WARRANTIES

Unless prohibited by applicable law, all implied warranties (including warranties of merchantability and fitness for a particular purpose) shall be limited to the duration of this limited warranty. Some jurisdictions do not allow limitations on the duration of an implied warranty, so the above limitation may not apply to you.

HOW TO OBTAIN WARRANTY SERVICE

You should contact your purchase channel, including but not limited to offline authorized resellers, online shops and etc.. You can request warranty application to them and provide relevant certificates and materials as required by the purchase channel.

In accordance with applicable law, Oukitel resellers or agents may require the customer to furnish proof of purchase details and warranty card with IMEI of the Product. It is your responsibility to backup any data, software, or other materials you may have stored or preserved on the product. It is likely that such data, software, or other materials will be lost or reformatted during service, and Oukitel will not be responsible for any such damage or loss.

WARRANTY POLICY

Please, read our Warranty policies! They are very important!

1.All Oukitel Mobile devices have 12 months of factory warranty, unless the Warranty Policy of the dealer or of the retailer say otherwise.

2.We are respecting our retailers Warranty Policy. If a dispute arises, the policies of the reseller will prevail over the policies of the dealer which prevails over the policies of Shenzhen Yunji Intelligent Technology Co. Ltd, the manufacturer.

30 Day Unconditional Refund Guarantee for Unopened & Unused Items

If for whatever reason you do not want your item within 30 days of receiving it, you may contact us for a refund. Kindly note that in such cases the return shipping fee is the customers responsibility and is non-refundable. Items MUST be returned in their original packaging, unused and unopened in order to qualify for a product refund.

Note that the returns shipping fee is non-refundable and products must be returned unopened and unused for a refund.

One Year New Replacement Warranty

Unless otherwise noted on the product page, the default product warranty period is one year starting from the date you receive the goods, during which you are eligible for a new replacement device. Any replacement needs to be confirmed with the manufacturer via Customer Service. Customers must pay the shipping fees for returning the item accordingly, while we will cover the shipping fees to send the replacement item back to the customer. If the buyer has damaged/misused the item(s), it will not be eligible for replacement, however customers can return it at their own cost and pay a fee for factory repairs. Return shipping fees will be the customers responsibility in such cases.

Special Notes:

1. Customers must first send a clear photo or video of the damaged or defective product and/or the shipping packaging before we can consider issuing RMA authorization. Please use good lighting, and a close to medium distance, so we can identify and verify the issue(s). Attachment size must be under 10MB for the Support Center, please send larger attachments to: sales@oukitelmobile.com.

2. After Oukitel Factory has confirmed the product is faulty, Oukitel Factory will issue an RMA to the customer. All returns must first be authorized by Oukitel Factory's Support Team prior to return. Please kindly refer to the following steps in "How to a request warranty" below. For incomplete warranty requests, Oukitel Factory reserves the right to refuse any replacement and/or compensation. If the customer has returned the package without prior authorization (RMA form), sends to the wrong address, returns an incorrect item, or submits an empty package, then again Oukitel Factory reserves the right to refuse any compensation.

Note:

All returns must be confirmed via the ticket center. Returned items without Return Merchandise Authorization (RMA) will not be accepted.

Warranty Exemptions and Notes

1. Natural product degradation through wear and tear, along with breakage/damage during use, is solely the customer's responsibility and is not covered by our warranties.

2. If the customer has damaged/misused the item(s), the product's warranty is immediately rendered void. No compensation is available in such cases. However, customers are welcome to contact us to purchase a replacement or spare parts (if applicable). We will charge the original value of the components and a shipping fee to dispatch them.

The customer voids the warranty if they:

- Flash the firmware of a device or root a device
- Open the body in an attempt to fix the device
- Modify, remove, customize, or swap parts of the product
- Use the device in a way that it is not originally intended for
- Continue to use the item once a fault occurs and causes more damage

How to return your Oukitel product?

Oukitel Mobile products are sold through official resellers. Any warranty or return should be handled through the company the device was purchased from. If you have any questions regarding this please contact the reseller where your Oukitel device was bought.

Please carefully follow our warranty process to minimize any delays:

1. Describe the problem with your item in detail: What happened? When? How? Please also state your full order number and product code
2. Tell us what steps you have already taken to resolve the issue.
3. Provide the item code indicated on the outer packaging.
4. Send a clear photo or video showing the defect(s); these should be taken under good lighting.

NOTE: Photos/videos should ideally be clear and focused, taken under good lighting conditions, and from a close to medium distance. This allows us to identify and verify the issue(s). We will always do our very best to help you. Thank you in advance for providing all the information stated above.

Missing item(s), wrong item(s) or incorrect package sent

Please be sure to carefully check the contents of your package before accepting it.

For any issues, please carefully follow our warranty process to minimize any delays:

1. Contact our Support Center with your order number and the product code (SKU number).
2. Please send us a clear picture of the outer packaging, all shipping labels visible, and (if applicable) the item received.

Possible Solutions:

- If there is a item missing, we will resend the missing item/accessory for free within the warranty period.
- If we have shipped the wrong item: we will either refund you in full or dispatch the correct item or dispatch an alternative item (if acceptable and available).

Returns and Compensation Processing Time

If you have any after sales issues, please contact our Support Center and they will offer you a solution according to your case. They will confirm whether you need to return the item and to which address you may return it to.

The following section describes the processing time required upon receiving your returned item.

For exchanges, the processing time for the exchanged item will be between 3-6 business days, upon receiving your item, and depending on stock availability.

For refunds, the processing time for us to proceed with the refund will be between 3-6 business days upon receiving your returned item. After this, the refund time will depend on the payment method. Please see below for details:

-Wallet refunds will take up to 24 hours to process and appear in your Oukitel account.

-PayPal refunds may take up to 48 hours to process and appear in your account.

-Credit card refunds will take between 7-14 business days to appear in your account. This delay depends entirely on your credit card company and any intermediaries.

For repairs, it will take between 7-14 business days depending on the item and the manufacturers stock of spare parts. Oukitel Factory's dedicated Customer Service agents will keep you updated on the repairs process via the ticket system.

Lifetime Technical Support

Reliable, helpful and flexible, Oukitel Factory offers technical support and repairs services over the lifetime of your products. Within the warranty period, technical support is free and without warranty, technical support is borne at your cost.