



Telecom Vanuatu Ltd

Devices warranty Terms and Conditions- TVL

Warranty

Thank you for your interest in the products and services of Telecom Vanuatu Limited.

This Limited Warranty applies to physical goods and only for physical goods, purchased from TVL stores in Vanuatu.

What does this Limited Warranty cover?

This Limited Warranty covers the defects in material under normal use during the warranty period.

During the Limited Warranty Period, TVL will repair or replace, at no charge, products or parts of a product that proves defective because of improper material production, under normal use and maintenance.

What we will do to correct a problem?

TVL will either repair the Product at no charge, using new or refurbished replacement parts or replace the whole product if the problem is not repairable.

How long does the Limited Warranty coverage last?

The Limited Warranty Period for Physical Goods Purchased from TVL is **90** days from the date of purchase.

How many times can the goods be replaced within the Limited Warranty Period?

The Limited Warranty covers only 1 time replacement, but if it is a major issue with the physical products (like Software malfunctioning due to manufacturing issues, battery issues etc.) then that will be under discretion of TVL management.

What does this Limited Warranty not cover?

The Limited Warranty does not cover any problem or fault that is caused by:

1. Mishandling of the products
2. Physical damage of the products
3. Software malfunctioning due to wrongful use of the products.

4. Or any other which has been done purposefully and have no evidence of manufacturing defects.

What do you have to do?

To obtain Limited warranty services, you first contact TVL to determine the problem and the most appropriate solution.