

## Products Warranty Terms & Conditions

### Limited Warranty for the Products WARRANTY TERMS

Effective date: 1<sup>st</sup> April 2016

#### The guarantee does not apply for:

- a) Equipment with broken guarantee seal
- b) Products on which serial numbers or date tags have been removed, altered or obliterated
- c) The battery cell performance
- d) Normal wear and tear
- e) Installation performed by unauthorized personnel
- f) Equipment not installed according to the installation manual
- g) Equipment not used according to specification
- h) Breakage or damage to antennas, or scratches or other damage to plastic surfaces or other externally exposed parts caused by purchaser's use
- i) Spills of food or liquids
- j) Products disassembled or repaired by anyone other than an authorized Thuraya in such a manner as to adversely affect performance or prevent adequate inspection and testing to verify any warranty claim.
- k) Defects or damage resulting from: use of the product in any manner not normal or customary; misuse, accident or neglect including but not limited to dropping the product onto hard surfaces, immersion in or exposure to water, rain or extreme humidity, immersion in or exposure to sand, dirt or other particulates, exposure to extreme heat; improper testing, operation, maintenance, installation, adjustment; or any alteration or modification of any kind.
- l) Damages caused by lightening, overload or short circuit.

#### Warranty Claim Process

For warranty claims, you will be required to provide the following proof of purchase documentation: your dated bill of sale or delivery receipt (including your name, address and telephone number; the name and address of the Service Provider who sold you the Product; the model number and International Mobile Identification Number (IMEI); and the sale price of the Product), together with a written description of the problem.

You are responsible to bear the shipping (return) and any additional cost (if applicable) of the product to the authorized warranty service Center and vice versa.