



Service Warranty Policy

RealmeSingapore is an authorised distributor of Realme. All Realme products sold are 100% authentic and valid for local warranty.

Return and Refund Policy

We support a 15-day return/refund policy.

Realme Warranty Policy

This warranty policy applies only to Realme devices sold in Singapore. In the event that performance failure occurs from normal use during warranty period, RealmeSingapore will provide maintenance services free of charge.

The warranty period for Realme products are as follows:

1. Realme Smartphones are covered for a warranty period of 24 months.
2. Realme Tablets are covered for a warranty period of 12 months.
3. Realme Wearables such as Watches are covered for a warranty period of 12 months.
4. Realme Wireless Audio devices are covered for a warranty period of 12 months.

In-Warranty Instructions and Principles

The following conditions are required in order to enjoy valid warranty:

1. A valid warranty card and original invoice(s) or receipt(s) or any valid proof of purchase are required to ensure the basic guarantee of your rights, please ensure to keep them safe.
2. Products purchased overseas do not enjoy warranty services in our service center. If you must pay for maintenance, take into consideration material costs and please make an appointment with our Service Center in advance.
3. All replaced parts are owned by Realme.

Instruction for Out-of-Warranty

This warranty does not cover man-made damage nor any of the following conditions; however, paid repair services are available:

1. Beyond the Warranty Period
2. Non-Realme official warranty commitments, such as verbal commitments by dealers
3. Product natural wear and tear (for example: casing, buttons, display, accessories, etc.);
4. Disassembly, self-repair, modification, rooting and other human behavior that causes damage.

In-Warranty Quality Commitment

1. All replacement parts and accessories are brand new.
2. For Realme smartphones, replacement parts can enjoy the original remaining warranty period.
3. If paid repaired parts returns with fault, new part will be replaced, new 6 months (PCB,LCD & Battery) and 3 months (Other parts) warranty will be given.
4. Independently purchased accessories (USB cable, Charger and Earphones) will enjoy a 6 months warranty from the date of purchase.

Service Centre Contact Information

Address

Blk 66 Kallang Bahru #01-519
Singapore 330066

Operating Hours

Mon-Sat: 11am-2pm & 4pm-8pm
Closed on Sundays and Public Holidays