

WARRANTY AND RETURNS POLICY



EXCHANGES

It is the customer's responsibility to inspect their purchase(s) for damage. Items purchased should be inspected immediately upon receipt. Exchanges are permitted up to fifteen (15) days after purchase date. For exchanges, all goods must be in complete, original unused, unopened factory sealed condition along with original receipt. Damaged or altered goods cannot be returned. All returns must be accompanied by the original receipt.

CASH REFUNDS

Items returned for a cash refund within fifteen (15) days after purchase date would incur a ten percent (10%) restocking fee. Items returned for cash must be in pristine, original unused, unopened factory sealed condition along with original receipt. No cash would be refunded for properly working items returned that were opened. No cash would be refunded for items where factory installed software was reconfigured or tampered with. Credit note would be issued (less the ten percent (10%) restocking fee) based on the overall condition of the item (s) and their respective packaging. Items can be returned to an authorized as advised by our personnel.

DEFECTIVE ITEMS RETURNED

Items that are proved to be defective or failed to work can be returned for a full refund or for a one (1) time exchange. Some items have a thirty (30) day or sixty (60) day warranty period from the date of purchase (see "warranty" section below). However, any item that was altered, damaged by misuse, flood, fire, fluctuating voltages or any acts of God would not be covered by warranty. Our cash refund processing time is ten (10) working days. Items under warranty must be tested so we can confirm if there is a manufacturer defect. Items can be returned for troubleshooting at our testing location in Diego Martin or any other location as advised by our personnel.

SPECIAL ORDERS

This would refer to item(s) our company do not stock and is purchased online from another supplier by our company on special request by the customer or client. This is high risk option

where the seller (supplier) may send the wrong item or item can be damaged during shipment. Payment for return shipping on special orders and any subsequent damages from return shipping are the responsibility of the purchaser. All special orders and items made to order under our “special order system” are non-refundable. Special orders and items made to order may be cancelled within twenty four (24) hours of confirmation of order and a twenty percent (20%) cancellation fee will apply.

CANCELLATION OF ONLINE ORDERS (AFTER PAYMENT MADE)

Orders cancelled by customers after payment (via wipay, paywise or bank deposit) would incur a twenty percent (20%) cancelling and processing fee. Our cash refund processing time is ten (10) working days.

WARRANTY PERIOD

Warranty on Android Tablets, Android Tv Boxes and Amazon Fire Tv Sticks are thirty (30) days while Laptops and CCTV Equipment have ninety (90) days warranty. Other electronics may have warranty periods from fifteen (15) days up to thirty (30) days based on the type of electronic item. Warranty on LED Light Strips (uncut) is thirty (30) days. Laser lights, Smart colour changing Led Light Bulbs and RGB Par Lights are also thirty (30) days. Items used like new are sold as is and has no warranty, as well as, items “specially ordered” by the request of the customer. Used (OEM) Original Chargers have fourteen (14) days warranty. No refunds on PS3/PS4 Games, blank DVDs and CDs.

WARRANTY ON ANDROID TV BOXES & AMAZON FIRE TV STICKS

At Gill Tech Services Limited, we offer MANUFACTURER Warranty on the hardware components for the Android TV Box and Amazon Fire Tv Sticks which may consist of a remote control, hdmi cord, ac power adapter, the physical Android Tv Box or Amazon Fire Tv Stick unit itself. Our company DO NOT own or control nor offer any warranty for ANY third party application software (APP) that are installed on these Tv Boxes or Fire Tv Sticks. Examples of third party application software (apps) would include Facebook, YouTube, Mobdro, Kodi, OneBox, Cyberflix and Cinema, to name a few. Therefore, we are not responsible if any of these apps or add-ons within these apps fail to perform in their own unique way or are unable to meet your expectations. Furthermore, we are not obligated to offer support on any of the third party applications that are installed on the Android Tv Box or Amazon Fire Tv Stick. The apps may be preinstalled for those persons who cannot install them on their own and require this type of technical support but they can be installed on

your own. Customers are encouraged to perform their own research before purchasing an Android Tv Box and make an informed decision.

WARRANTY CONDITIONS

Gill Tech Services Limited would not be responsible for any damage resulting from power outage, power surges or dips, fluctuating voltage, inadequate or improper voltage or current, unacceptable cooling conditions for items purchased and improper handling of devices.

Gill Tech Services Ltd will not be held liable or responsible for any damage due to unauthorized repair, misuse, negligence, impact, corrosion, battery leakage, an animal or insect infestation, intrusion and accidents or ACTS OF GOD including earthquake, hurricane, sand, water, fire, flood or lightning.

Our Warranty does not apply to:

- (a) Protective coatings that are designed to diminish over time or batteries, unless failure has occurred due to a defect in materials or workmanship.
- (b) Cosmetic damage, including but not limited to scratches, dents and broken plastic on ports unless failure has occurred due to a defect in materials or workmanship.
- (c) Operating the item purchased under harsh temperatures or operating the device in an environment with insufficient cooling mechanisms, where overheating of the device can occur and cause the device to malfunction.
- (d) To damage caused by accident, abuse, misuse, fire, liquid contact, earthquake or other external cause.

Customers are always encouraged to utilize a good voltage regulator or surge protector with the item (s) purchased in order to protect their investment. We strongly advise customers against plugging or inserting electronic devices directly into a wall socket or 110v outlet without using the above recommended protective devices.

REFUND OF DELIVERY FEES

Delivery fees are non-refundable for exchanges or order cancellations.

THE MANAGEMENT

GILL TECH SERVICES LTD (GTSL)