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## **Qbits Sigma X2 Laptop Warranty Policy**

Qbits, the manufacturer, provides support and services including repair and replacement based on the warranty policy. The customer who purchased the Qbits Sigma X2 laptop is provided with its original limited warranty. As per Qbits warranty policy, the date is issued from the day of purchase from the authorized provider. The customer will get the services for the device or parts/components that are covered by the warranty policy. The service is provided only after being verified by Qbits authorized service provider.

### **Lifetime Support and Services**

At Qbits, we take great pride in providing our customers with not only a comprehensive limited warranty but also a commitment to lifetime service. Our limited warranty ensures that your Qbits Hardware Product is protected against defects within the terms of our policy. In addition, our commitment to lifetime service means that we are dedicated to supporting our customers even beyond the warranty period. All the labours associated with the repair will be covered by Qbits technical team. We understand the importance of long-lasting and reliable products, and our lifetime service reflects our dedication to your satisfaction. Whether it's addressing issues, offering guidance, or providing assistance with your Qbits product, you can count on us for continued support throughout its lifetime.

### **Limited Warranty**

Qbits, the manufacturer, is committed to ensuring the quality and reliability of your Qbits Sigma X2 Laptop. We provide the following warranty coverage to protect your investment:

#### **Warranty Coverage**

Qbits service providers offer warranty service for all the products subject to the terms and conditions set forth in this Limited Warranty. The Limited Warranty Period starts on the date of purchase from the Qbits authorized seller/provider. The Qbits warranty covers defects in materials and workmanship for a specified period from the date of purchase. This warranty applies to the following components:

- Display (Dead Pixels): 3 years
- Motherboard (Exclusion Applied): 3 years
- SSD: 3 years
- Built-in Keyboard: 3 years
- Batteries: 3 years
- Touchpad: 3 years
- Built-in Fingerprint Sensor: 3 years
- RAM (Exclusion Applied): Lifetime
- Chargers/ Adapters: 2 years

Please note that accessories, parts, or equipment purchased separately from the Qbits are not covered under this warranty.

### **Warranty Service**

The Limited Warranty for a Qbits Hardware Product is specified, providing only carry-in warranty service. The authorized service provider provides immediate service for any defect in the parts/components that are stated in the warranty policy.

### **Verification**

The support and services are provided by the Qbits Service provider only after verifying and proving that the product is still under warranty. The device or parts/component shall be repaired only if they are under coverage mentioned in the warranty card.

### **Warranty Validation**

To receive warranty services, customers must provide:

- A valid warranty card**

The original warranty card indicating the invoice ID and serial number of the product.

The original invoice or sales slip indicating the date of purchase, the customer's name, and the model number.

Qbits reserves the right to refuse warranty service if the original serial number sticker or authentic information is tampered with or removed.

## **Repair Process**

Repairs under warranty will be provided by Qbits authorized service centers only after verification of the warranty status.

## **Data Backup**

Customers are responsible for backing up their data. Qbits Servicing Center will not be held responsible for any data loss during the repair process.

## **Limitations**

The Qbits warranty does not cover:

- **Defects from Incorrect Installation**

Qbits warranty does not cover any defect arising from incorrect installation, or damage due to non-recommended software, in this case, it will be considered as Customer Induced Damage, and the defect will be treated as out-of-warranty coverage.

- **Unauthorized Opening**

Qbits Warranty will be considered invalid if anyone opens the laptop back part for upgradation purposes or fixing its issue, it can only be opened under Qbits authorized service center. In any case, if the customers are required to open the laptop for upgrade purposes or any other issues during the warranty period, the customers are advised to contact with Qbits service center.

- **Loss and Damages**

No claim shall be considered liable for loss directly or indirectly, for third-party claims against the customer, for losses or damages, records, information or data, or consequential economic damages, including lost profits.

- **Tampering and Alteration**

The warranty will be treated as invalid if any information, data, name, seal, or serial number is damaged rendered, altered, or changed.

- **Natural Disasters**

Qbits warranty service provider will not be responsible for any intentional or unintentional defect or damage caused by accidents, drops, spills, floods, lightning, fires, or other natural disasters. In this case, the product will be

considered excluded from the warranty policy and can be repaired only on a chargeable basis directly through the service center.

- **Unauthorized Repair**

If the product is repaired by any unauthorized service center, the warranty will be voided and Qbits shall not be liable for reimbursements, claims, and damages that may result from the unauthorized repair of the product.

- **Improper Handling**

Qbits warranty does not cover any defect or damage caused by improper handling/usage or any disassembly by the end user.

- **Voltage and Power Issues**

Warranty will be invalid for any kind of damage due to inconsistent voltage, the wrong connection of accessories, or improper power supply.

- **Misuse and Maintenance**

Warranty invalid if the damage is caused by misuse, liquid spills, abuse, contamination, improper or inadequate maintenance.

- **Display Conditions**

For the display, Qbits will not be liable if there are scratches or defects due to external causes. If Qbits products are placed in conditions that are not compatible with the machine's recommended operating conditions, in this case, the product will be considered outside the warranty policy.

- **Data Loss Due to SSD or Motherboard Failure**

Qbits will not be responsible for any loss of data due to NVMe SSD failure or motherboard failure. Users are encouraged to store all data on their other storage devices as a precaution against possible failures.

- **Warranty Transfer**

Only first buyers can avail of warranty services and is not transferable from one user to another.

- **Use of Paper Towels and Abrasive Pads**

Any damage resulting from the use of paper towels or abrasive pads on the screen or display is not covered by the Qbits warranty service.

- **Modified Products and Overclocking**

Any product that has been modified from the original Qbits manufacturing standard or is being serviced or repaired by an untrained engineer or anyone else outside the authorized service provider will not be covered. Any defects caused due to exposing the products to water or liquid under

any circumstances by the user. Any defect caused due to overclocking will be considered out of warranty coverage.

- **Loss of Data**

In case of any loss of data due to the malfunction of the device, Qbits will not be responsible. No claim or legal action shall be taken against Qbits. In this case, Qbits will provide warranty services for hardware if it is covered by the warranty policy.