

IMO WARRANTY TERMS AND EXCLUSIONS

What do I need to provide for warranty support?

- Proof of purchase to show the initial date of purchase, the name and address of where you purchased the device and
- Product name and the IMEI number (This is normally found under the battery when removed)

What does IMO Warranty cover?

This warranty is confined to first purchase of the product only. It is not applicable to faults other than defects in material, design and workmanship, nor to products that were manufactured more than 3 years ago.

What are the exclusions for IMO warranty?

IMO warranty does not cover:

1. Normal wear and tear
2. Defects caused by mishandling or product abuse (incorrect operation, dropping, shocks, etc.)
3. Modifications or repairs carried out by unauthorised persons
4. Short circuited batteries, damaged cells, or signs of forced entry
5. Any use of the product other than that for which it was designed
6. Use of or connection to a non-compliant or damaged accessory
7. Exposure of product to moisture, extreme temperature variations, corrosion, oxidation, contact with or close proximity to food, liquids, chemical products and, in general, any substance capable of impairing the product
8. Broken or cracked screen or damaged casing, visibly caused by dropping the device
9. Accidents or natural disasters or any other cause beyond the control of Verve Connect, such as (but not limited to) water, lightning, fire, power surge, etc.
10. Damage to the battery due to excessive charging and / or failure to follow the use and safety recommendations and instructions as stated in the product Quick start Guide and User Manual
11. Altering, changing, damaging, or rendering illegible the IMEI number

An independent, third-party operator supplies the SIM card and the network on which your product operates. Under this warranty, Verve Connect disclaims any responsibility for the operation, availability, coverage, services or network or system capacity. The liability of Verve Connect and its approved after-sales service is limited solely to the cost of repairs and / or replacing the unit during the warranty period.

Under the warranty, any product replaced will become the sole property of Verve Connect Ltd. Shipping cost of the defective products to Verve Connect or its partners is to be paid by the customer. The customer is responsible for the loss or damages to the defective product during shipment to Verve Connect or its partners.

Replacement of any IMO product under the terms of this warranty does not provide the right to an extension or a renewal of the warranty period. This warranty is not transferrable.

For any questions or information concerning your IMO phone, or if your mobile phone does not work properly, please visit www.imomobile.co.uk/support