

Device Warranty Eligibility Checklist

Warranty claimable cases

The warranty may be claimed when:

- ☐ The claim is submitted within two years of the sale date recorded in the applicable CRM/sales system.
- ☐ The Device has a manufacturing defect.
- ☐ An eligible hardware fault occurs during normal use.
- ☐ The Device does not power on despite using a functional electrical outlet and approved adapter.
- ☐ The device repeatedly restarts or shuts down because of an internal hardware defect.
- ☐ Network, Wi-Fi, LAN or other hardware components fail under normal operating conditions.
- ☐ The supplied power adapter, cable or accessory has a manufacturing defect.
- ☐ The device is having software/firmware issues.
- ☐ The device has not been opened or repaired by an unauthorized person.

Warranty not claimable cases

The warranty will not apply in cases involving:

- Physical or accidental damage
- Damage caused by dropping or crushing the device
- Water, liquid or moisture damage
- Lightning, electrical surge, short circuit or unstable power supply
- Fire, excessive heat or environmental damage
- Unauthorized opening, modification or repair
- Misuse, negligence or use contrary to the instructions
- Broken casing, ports, buttons or connectors caused by external force
- Use of an unauthorized adapter, cable or power source
- Removal, alteration or tampering of the IMEI, serial number or warranty label
- Software or firmware modifications not authorized by Zong or the vendor
- Cosmetic damage that does not affect device operation
- Theft or loss of the Device or accessories
- Claims submitted after expiry of the two-year warranty period
- A fault in the customer's power supply, connected equipment or internal Wi-Fi environment rather than the Device
- A network coverage or service-quality issue where the Device hardware is functioning correctly

The authorized vendor will inspect the Device and classify it as:

- Warranty repair
- Warranty replacement
- Chargeable repair/replacement
- No fault found