

The QWARRANTY

Limited Warranty Statement



Thank you for selecting Qubo Indoor camera by Hero Electronix.

NOTE : This is a simplified and concatenated version of the standard warranty terms and conditions. For the complete warranty terms and conditions, please refer to the website link given at the end of the document. Alternatively, you can reach out to our toll free helpline number to know about the same.

IMPORTANT

Please retain your receipt as proof of purchase.

HERO Electronix Private Limited warrants to the owner of the Indoor camera, henceforth referred to as the device, that the Device will be free from the defects in material and workmanship for a period as mentioned below.

Item	Warranty Period	Scope of Warranty
IC	1 year	This warranty covers only the defects in products arising out of manufacturing or faulty workmanship.
Adaptor	6 months	

During this warranty period, if any defect arises in the device, HERO Electronix will, at its sole discretion, either (i) repair the device free of cost with either new or refurbished parts, or (ii) replace the device with a new or refurbished device that is equivalent to the device to be replaced. This limited warranty applies to any repair, replacement part or replacement device for the remainder of the original warranty period or for 90 (Ninety) days, whichever period is longer.

This limited warranty is non-transferable.

This limited warranty is only valid in India.

Instructions:

For specific instructions about how to obtain warranty services for your device, please contact customer service using the contact info found at www.heroworld.com. In general, you will need to deliver the device in either its original packing or in equally protective packing to the address specified by customer service. HERO Electronix will bear all the cost of the return shipping to the owner except with respect to any ineligible product (defined below), for which owner will have to bear all the cost.

This limited warranty does not cover the following (Collectively Ineligible Products)

- (i) If the warranty seal on the device is broken.
- (ii) Devices that have been subjected to:
 - (a) modifications, alterations, tampering or improper maintenance and repair
 - (b) handling, storage, installation, testing or use not in accordance with the user guide, placement guidelines, other instructions provided by HERO Electronix
 - (c) abuse or misuse of the product
 - (d) breakdown, fluctuations, or interruptions in electrical power or the telecommunication network; or
 - (e) Acts of God, including but not limited to lighting, flood, tornado, earthquake or hurricane
- (iii) errors and damages caused by:
 - (a) liquid ingress, or spills of food and liquids, or physical abuse, or normal wear and tear,
 - (b) use of or being connected to any accessory which was not supplied or authorised by HERO Electronix
- (iv) Plastic components like front or back covers plus rubber components

Correct disposal of the product

If at any time in future you should need to dispose this product please note that, waste electrical products should not be disposed off with household waste. For the purpose of recycling, to facilitate effective utilisation of resources, please return this product to a nearby authorised collection centre/recycler/service centre/registered dismantler, when disposing of this product. In case of further information, please contact our toll free helpline number.



For all product related complaints/assistance, please contact
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