

## **BTL WARRANTY POLICY**

### **Warranty Agreement**

The terms “You”, “Your”, and “Customer” refer to the purchaser of any Mobile Device purchased at any BTL or Digi Store. The terms “We”, “Us”, “Our”, “BTL” and “DIGI” refer to Belize Telemedia Limited, the provider of this Policy.

### **Coverage**

In exchange for a fee paid in accordance with the Service and Device Agreement, BTL warrants that if, under normal conditions and use, the wireless device fails to operate properly due to defects in materials and workmanship (“covered cause”) for a period of NINETY (90) DAYS for all make and model of wireless device save and except for Samsung wireless device which is for a period of ONE (1) YEAR from the date of purchase (“Warranty Period”), in order to obtain a replacement or repair, the Customer must:

- a) Visit any BTL or Digi Store within the Warranty Period. You will be required to provide the enrolled Customer and Wireless Device information, including the make, model, IMEI, description of the covered cause and if requested by BTL, proof of ownership of the Wireless Device and any other reasonably requested documentation and verification.
- b) Provide all required information pertaining to the covered product and cause within the Warranty Period and if approved, take possession of the replacement wireless device or have your wireless device repaired within the Warranty Period of the approval.
- c) Return the claimed covered product as directed upon receipt of the replacement wireless device.

### **Repair and Replacement Guidelines**

1. Customers experiencing manufactured defects are entitled to repairs or replacement of their products within the Warranty Period. If we elect to replace the covered product and the identical make and model is no longer available or unavailable in inventory, we will replace it with a product of comparable functionality. In all cases, we will determine product comparability, including functionality based on the original sale price.
2. In the event, a comparable replacement device per our assessment is not available or the covered product is irreparable, we may provide for replacement equipment, not to exceed the lesser of retail purchase price you paid for the original covered product. If you are eligible for a cash reimbursement, you will be required to provide proof of purchase for the replacement equipment.
3. Examination, repair, and replacement are provided free of charge under the Warranty Period.
4. The Warranty in respect of a repaired or replaced device shall continue for the remainder of the Warranty Period of the wireless device which was repaired or replaced.

The manufacturer’s warranty does not apply to normal wear and tear of the handset or to the repair or replacement of batteries. The manufacturer's service center may in its sole discretion replace

batteries deemed to be faulty within the Warranty Period. The warranty is voided if there is evidence of unauthorized repairs or modification to the handset or tampering with the serial number.

The warranty is also voided if there is evidence of physical damage, improper storage, misuse, abuse or neglect of the handset including but not limited to exposure to moisture or liquid, excessive heat or use of parts, accessories or software not approved or supplied with the original purchase. Repair or replacement under the terms of the manufacturer's warranty does not provide the right to extension or renewal of the Warranty Period. Customers should refer to the handset manual for guidelines on proper use and storage of handsets. Full details on the repairs process may be obtained by contacting any BTL or Digi Store.

**The Warranty is NOT subject to the following conditions:**

1. Manufactured products misused or abused due to non-compliance with product manual.
2. Any damage caused by actions of intent, such as bumping, hammering, etc.; computer malfunction; human error, such as losing the product, improper storage, etc.; or other abnormal uses.
3. Any damage caused by modification (installation, attachment, application of coating(s), extension, modification, reparation, and disassembly).
4. Any damage caused by a computer virus.
5. Any damage resulting from physical/electronic/electromagnetic pressure and interference, unstable or misused power supply, lightning and static electricity, etc.
6. Any damage caused by exposure to improper environments for the specified device, such as high temperature, high humidity, etc.
7. Any wireless device owned or operated outside Belize.
8. Claimed obsolescence of the Wireless Device including technological obsolescence.

Under no circumstances shall BTL be liable for any special, indirect, incidental or consequential damages, losses or expenses, whether arising directly or indirectly from the failure of the covered product, delays in replacement of the wireless device or from any other cause whatsoever, whether such claim is based on breach of warranty.