

WARRANTY INFORMATION

For any support email - info@phoner.in

- Please **DO NOT** peel off the **plastic film / sticker / warranty seal / remove any stamp** before testing the product properly or warranty will be voided once it is removed or tampered. **NO REPLACEMENT WILL BE PROVIDED.**
- Warranty is provided for 3 days for testing the product in its original form without installing it. **Warranty voids once it is installed or glue is applied.**
- To test the screen, Connect the screen to your phone motherboard without completely fitting the product and without removing any protection film. Test the product functionality for a few hours. If the product seems to be working fine, then install it.
- If in rare cases, the product does not work properly, then please contact us.
- If you are totally satisfied with the product functionality, you can remove all the protection warranty film. (**Removing** the protective warranty film means **acceptance** of the item and **expiry of warranty**).

Follow the Steps for Replacement

1. Make a Video of Problem in the product and Send Us on email with Order Number, in case of large file size, upload video in drive and share the link in email.
2. For Replacement under Warranty, Customer has to send back the product by any logistics to us on his own cost to the given address below, As we don't have our own logistic company.
3. Fill up the form with required details given at the back of this page and put it in the box.
4. During transit in courier of shipment which is sent to us for warranty by customer, Any Damage / Missing / Lost to the product or shipment, customer is solely liable for this, phoner.in will not entertain any kind of warranty on this.
5. After receiving the product, if the product qualifies our Replacement Policy, A new replacement product will be sent by us.
6. In case of non-qualified in warranty, we will notify you by email. Customer must pay delivery charges to take back his product within 14 days, failing which, the product will be destroyed after 14 days, and phoner.in shall not be liable for the product after the given period gets over.
7. Please read our all warranty and replacement policies & conditions provided on our website before sending the goods back for a smooth claim.
8. Warranty coverage for all products is the same except Mobile Battery. Mobile Battery comes with 6 Months of Warranty. Contact us on whatsapp to claim its warranty.
9. Phoner.in does **not entertain return** requests. Only Replacement requests accepted.

To,
Phoner.in, S.K Enterprises,
Bc 94, Shop G1, Aparupa Apartment,
Anurupa Pally, Krishnapur,
Kestopur, Kolkata 700101.
Phone No - 8961441669.

From,

Replacement Request Form

Fill up this form and put inside the box along with product

Order Details

Order no

Date on which goods is delivered.....

Date on which, you informed to Customer support regarding replacement of product.....

Name

Email id.....

Phone no

Reason for Replacement

Elaborate the issue that you are facing in the product.....

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Date on which you have sent a video of the issue

Platform on which you have send the video

- Whatsapp
- Facebook Messenger
- Telegram
- Email

Accept the Condition

I have read and accepted the terms and condition along with warranty policies , provided on Phoner.in website and further mention that (Tick Mark the box)

- Product is Unused
- Product is Uninstalled
- Glue is not applied.
- Any plastic film / sticker is not tampered or removed.
- Any warranty stamps / seals are not tampered or removed.
- Product is not broken / damaged.
- Request is made within 3 days from date of delivery.

Sign.....

If any of the conditions is violated then, phoner.in has the right to turn replacement requests to null and void. Moreover, I (customer) will be charged for re-shipping the product back to me within 7 days from receiving communication from Phoner.in failing which phoner.in has the right to destroy the product after the next 7 days.