



Products Service & Warranty Policy

Warranty Policy

How long does the coverage last?

The warranty coverage lasts for a period of 12 months from the original date of purchase. This warranty is only available to the original purchaser of the Device. If the Device is replaced pursuant to this warranty, then the user shall have a warranty period for the replacement device for the remaining term of the original warranty. We reserve the right to require proof of purchase for service under this warranty.

Sanzar Futureteq Private Limited (India Distributor) will, on best effort basis, guide the customers to avail of warranty support from Pomo House but shall not carry any responsibility or be held liable for Pomo House warranty support.

What is a defective device?

A defective device is a product that despite a firmware update and reformatting, has a defect rendering it unfit for the use, for which it is intended. If the device has been received and opened in a state of 'Dead on Arrival', it will be recognized as a defective device. Furthermore, if no defects are observed, within the first seven days of use, the device cannot be considered as 'defective'.

What does this Warranty not cover?

Pomo does not guarantee the operation of the Device with non-compatible software and an incompatible SIM cards such as, Jio.

Pomo only guarantees the Device against defects resulting from normal use and therefore the warranty does not apply to:

1. Devices with cosmetic/external damage (ex. dent, crack, scratch to the body or screen etc.) and/or traces of moisture/corrosion and/or spillage of food/liquids/or water damage caused due to mishandling.
2. Devices having undergone improper testing, operation, demonstration, maintenance, installation, adjustment or any alteration, modification, disassembly of any kind.
3. Software, interfaces, connectors, storage media, parts, or equipment that are not provided or approved by the principal.
4. Device that has been operated with incorrect, irregular or over supply of voltage.
5. Any use of the Device outside of its specifications.

Please note, the following are expressly excluded from this warranty:

- Battery, USB charger, and LCD screen.

The Device is equipped with a battery whose number of charging cycles is limited. Thus, the battery life will gradually decrease. Pomo does not guarantee any specific



battery life, as it is contingent on variables that Pomo cannot control such as the frequency of charge/discharge cycles.

Pomo does not guarantee the improper use of the USB charger with non-compliant power sources rendering the charge time and efficiency to vary.

Pomo does not guarantee the LCD screen of the Device against accidental or non-accidental damages such as crack, scratch, moisture, etc.

How can I avail warranty service?

1. To make a valid Warranty Claim, you must send an email to support@pomohouse.com with your name, email address, proof of purchase, and product diagnostic (images/video) showing that the Device is defective.
2. The customer must request for and fill out a Return Merchandise Authorization (RMA) form and ship with the faulty product, Pomo will email you the RMA number once we receive the package.
3. The customer shall bear the costs for the shipment to Pomo and must provide a tracking number to support@pomohouse.com once the parcel is shipped. The shipping fees will not be refunded, in any case.
4. Upon receiving the Device, Pomo will examine the Device and determine whether the Warranty Claim is justified.
5. The customer will be responsible to backup any data, software, or other materials you may have stored or preserved on the Device.
6. It is likely that such data, software, or other materials will be lost or reformatted during service, and Pomo will not be responsible for any such damage or loss.
7. Pomo will replace the Device with a new or refurbished Device at no charge to the customer. Replacement devices usually ship 4-6 weeks after the Warranty Claim is completed and approved.
8. Customers are solely responsible for any duties, import taxes and brokerage fees imputable to the repaired merchandise.

Additional terms and conditions

Returned Device must be in good physical condition (not physically broken or damaged).

All accessories originally included with your purchase must be included with your return.



Returned Device must be sent in either its original packaging or packaging providing an equal degree of protection.

Customers are responsible for shipping charges and shall assume all risk of loss or damage to the Device while in transit to Pomo. Pomo recommends that you use a tracking service for your protection.

If you return your Device to Pomo (a) without an RMA or (b) without all parts included in the original package, Pomo retains the right to either refuse delivery of such return or charge you for the missing parts and/or accessories.

Pomo Bangkok Service Centre Details

Address:

Pomo House Co. Ltd.
161/1 SG Tower 5th Floor, Room No. 506, Mahajlekluang 3
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Contact Person:

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