



WARRANTY POLICY

Oukitel (Mauritius) Co. Ltd. Return, Repair and Replacement Policies

🌐 www.oukitel.mu

✉️ support@oukitel.mu

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PREFACE

We want you to love our products as much as we do. All items we sell have successfully passed rigorous Quality Control inspections. Our warranties ensure you have a fantastic gadget experience while giving you total peace of mind. Based on laws and regulations related to the protection of consumer rights and interests in the Republic of Mauritius, Oukitel (Mauritius) Co. Ltd. formulates comprehensive product warranty policies in accordance with which you may return, repair, or replace the products. Oukitel (Mauritius) Co. Ltd. provides the following related limited warranty services:

- Return Services
- Repair Services
- Replacement Services

This Warranty does not apply to any: (a) Damage due to acts of nature or God, for example, lightning strikes, tornadoes, flood, fire, earthquake or other external causes; (b) Negligence; (c) Commercial use; (d) Alterations or modifications to any part of the product; (e) Damage caused by use with non-Oukitel products (for example, non-compatible power supplies); (f) Damage caused by accident, abuse, or misuse; (g) Damage caused by operating the product outside the permitted or intended uses described by Oukitel or with improper voltage or power supply; (h) Damage caused by service (including upgrades and expansions) performed by anyone who is not a representative of Oukitel; and (i) failure to follow instructions relating to the Product's usage.

RETURN SERVICES

3-Days Unconditional Refund Guarantee for Unopened & Unused Items

If, for whatever reason, you do not want your item within 3 days of receiving it, you may contact our authorized retail outlet or an authorized reseller for a refund on all Oukitel items that are unused and unopened.

Refund Period Validity

Within 3 days from the date of purchase, you can choose to return the Oukitel Product for a full refund, provided the item remains unopened and in its original condition.

REPAIR SERVICES

Warranty Repair Services

Oukitel (Mauritius) Co. Ltd. offers repair services for devices that experience performance faults or defects not caused by human damage or misuse during the warranty period. Repairs are conducted by our qualified technical personnel in accordance with manufacturer specifications.

IMPORTANT DATA BACKUP NOTICE

It is your responsibility to back up all personal data, including but not limited to contacts, messages, photos, documents, and any other files stored on your device before bringing it for repair services. Backing up your data can be done through:

- Automatic cloud backup services (such as Google One or similar services)
- Manual backup to a computer or external storage device
- Remote backup services if available

Oukitel (Mauritius) Co. Ltd. will not be responsible for any loss, corruption, or deletion of data that may occur during repair, maintenance, or any warranty service. Data loss is not covered under this warranty, and any recovery of lost data is entirely at the customer's expense and risk.

Repair Turnaround Time

Standard repairs will take between 7-14 business days depending on the nature of the defect and availability of spare parts. Our technical support team will keep you updated on the repair progress.

REPLACEMENT SERVICES

1-Year New Replacement Services

Unless otherwise extended by the warranty policy of an authorized Oukitel reseller, the default product warranty period is one year starting from the date of purchase, during which you are eligible for device replacement from Oukitel (Mauritius) Co. Ltd. for eligible factory defects.

Replacement Period Validity

(a) Within 1 year from the date of purchase, if a performance fault that is not caused by human damage occurs, you are eligible for replacement services.

(b) The product warranty starting date is subject to the day when the purchase receipt or Proof of Purchase (hereinafter referred to as POP) is issued.

(c) Invoice, invoice copy, product warranty card, including SN and/or IMEI can be used as POP. If you are unable to provide a receipt (POP), the warranty start date will be 90 days after the manufactured date (indicated by the device's serial number).

(d) To check whether your device is within the warranty period, please contact our support team at support@oukitel.mu or visit our website at www.oukitel.mu.

WARRANTY CLAIM PROCEDURE

How to File a Warranty Claim

Oukitel (Mauritius) Co. Ltd. offers warranty services through two channels:

- Our dedicated retail outlet: **Military Mobiles Shop**
- Authorized resellers throughout Mauritius

Please note that warranty services are available exclusively through these authorized channels. Any claims submitted to unauthorized retailers or distributors will not be honored.

Warranty Claim Procedure

Step 1: Data Backup

Before bringing your device for any warranty service, you **must** ensure that all personal data has been backed up. This includes:

- Contacts and calendar information
- Photos, videos, and documents
- Application data and settings
- Any other personal files

Backup options include Google One, other cloud services, or manual backup to a computer. **Failure to back up data is at your own risk, and Oukitel will not be responsible for any data loss.**

Step 2: Complete Warranty Claim Form

Visit your nearest authorized retail outlet or authorized reseller with your device and proof of purchase. A warranty claim form must be duly completed and signed by both you and the service representative. The form will require the following information:

- Device details (model, serial number, IMEI)
- Purchase information and proof of purchase
- Description of the fault or issue
- Your contact information (email and/or phone number)

Step 3: Technical Inspection

An Oukitel technical inspector will examine your device to determine whether the issue is due to a factory defect or falls within the non-warranty scope (see Section: Non-Warranty Scope). The inspection will be conducted in accordance with Oukitel's technical standards and ICT Authority regulations.

Step 4: Decision Communication

A decision regarding your warranty claim will be communicated to you within **3 business days** using the contact information (email and/or phone number) provided in your warranty claim form.

Step 5: Resolution

If Factory Defect is Confirmed: If the inspection confirms a faulty motherboard or other factory defect covered under warranty, a new replacement unit will be provided to you.

If Repairable Fault is Identified: If the fault is repairable and covered under warranty, the device will be repaired. Repair turnaround time is 7-14 business days depending on the nature of the repair and spare parts availability.

If Non-Warranty Damage is Identified: If the damage falls within the non-warranty scope, we will inform you of available paid repair options.

AUTHORIZED RESELLERS

Authorized Reseller Requirements

Oukitel (Mauritius) Co. Ltd. operates through a controlled network of authorized resellers to ensure product authenticity, quality of service, and protection against counterfeit products. Only authorized resellers are permitted to sell Oukitel products in Mauritius.

IMEI Registration and Product Authentication

All Oukitel products sold in Mauritius must be registered in our official database to ensure authenticity and enable warranty coverage. **Any product with an unregistered, falsified, or tampered IMEI number will have its warranty immediately voided and will not be eligible for any warranty services.**

Mandatory Registration Process:

For Authorized Resellers:

- All products must be obtained directly from Oukitel (Mauritius) Co. Ltd. with official documentation
- Each product's IMEI number must be registered in our database at the time of import
- Resellers must provide documentation of each sale including the IMEI number of the device sold to the end customer
- This information must be submitted to Oukitel (Mauritius) Co. Ltd. within 7 days of sale

For End Customers:

- Your device's warranty is only valid if it has been purchased from an authorized reseller or Military Mobiles Shop
- Verify that your device's IMEI is registered in our system before relying on warranty coverage
- Any device purchased from unauthorized sources may be counterfeit and will not be eligible for warranty services

Counterfeit Product Policy

To combat counterfeit products and protect our customers, we maintain strict controls over product distribution. **Any product found to have a falsified, tampered, or unregistered IMEI will be treated as counterfeit.** Consequences include:

- Immediate warranty voidance
- Refusal of warranty service or repair
- Potential legal action in accordance with Mauritian law
- Possible reporting to relevant authorities

How to Verify Authenticity

To ensure your Oukitel device is authentic:

- Purchase only from authorized resellers or Military Mobiles Shop
- Verify the reseller's authorization status by contacting support@oukitel.mu
- Check that your device's IMEI matches the information on your purchase receipt
- Look for the authentic Oukitel branding, warranty card, and documentation

NON-WARRANTY SCOPE

Warranty Exclusions and Limitations

This warranty is rendered void and is not applicable under certain conditions. Products that meet such conditions are excluded from this warranty.

Specific Exclusions:

- (1) Damage caused by transportation, loading, or unloading during return or replacement or repair.
- (2) Any modification, disassembly, or repair performed by non-authorized personnel.
- (3) Charging with a charger that was not provided with the device or use of non-standard charging equipment.
- (4) Product damage caused by accidental or human behaviors, such as liquid damage, falling, input of unsuitable voltage, excessive physical pressure, main board deformation, cracked or broken power adapter, damaged or bare power cable, or similar damage.
- (5) The product is faulty or damaged because it was not installed, used, maintained, or kept in accordance with the manufacturer's instructions.
- (6) The product model or number on the warranty certificate is inconsistent with the physical product, or the warranty certificate was altered.
- (7) The product nameplate, SN barcode, IMEI, and warranty label are removed, damaged, or cannot be identified.
- (8) No valid maintenance vouchers or valid invoices (excluding those that prove the products are within the warranty period) are provided.
- (9) The warranty period has expired.
- (10) Faults or damage caused by factors of Force Majeure such as fire, earthquake, flood, or acts of nature.
- (11) Flashing firmware or rooting the device.
- (12) Opening the device body in an attempt to fix or modify it.
- (13) Modifying, removing, customizing, or swapping parts of the product.
- (14) Using the device in a way that it was not originally intended.
- (15) Continuing to use the item once a fault is identified, resulting in additional damage.
- (16) Water or liquid immersion damage.
- (17) Physical damage from dropping, crushing, or impact.
- (18) Use of non-genuine Oukitel accessories or spare parts.
- (19) Failure to present proof of purchase or valid documentation.
- (20) Product purchased from unauthorized resellers or sources with unregistered or tampered IMEI numbers.

SPARE PARTS AND ACCESSORIES WARRANTY

In compliance with Mauritian ICT Authority regulations, spare parts and accessories sold by Oukitel (Mauritius) Co. Ltd. are provided with a minimum warranty of 6 months from the date of purchase. All spare parts and accessories must comply with international safety standards.

RETURNS AND PROCESSING TIMES

Processing Timelines

Upon receiving your returned item, the following processing times apply:

For Refunds: Processing time will be 3 business days upon receiving your returned item. After this, the refund time will depend on the payment method:

- Wallet refunds: up to 24 hours
- PayPal refunds: up to 48 hours
- Credit card refunds: 7-14 business days (depends on your credit card company and intermediaries)

For Replacements: Processing time for a replacement device will be between 3-6 business days upon receiving your item, depending on stock availability.

For Repairs: Repair processing time will be between 7-14 business days depending on the fault and spare parts availability.

CUSTOMER SUPPORT

For warranty inquiries, claims, or support, please contact us:

Support Center: support@oukitel.mu

Website: www.oukitel.mu

Oukitel's Retail Outlet: Military Mobiles Shop

Our support team is available to assist you with warranty-related inquiries and to provide guidance on the warranty claim process.

Important Reminders

- Always back up your data before submitting any device for warranty service
- Keep your proof of purchase and warranty documentation
- Only purchase from authorized resellers to ensure product authenticity
- Verify product authenticity before purchasing
- Report suspected counterfeit products to support@oukitel.mu