



OWNIT – WARRANTY TERMS AND CONDITIONS

1. Warranty Period

All Ownit mobile phones are covered by a **12-month limited warranty** from the date of purchase. Accessories such as batteries, chargers, and handsfree kits carry a **6-month warranty**.

2. Out-of-Box Failure (OBF) Policy

A handset may qualify for an OBF return if all of the following conditions are met:

- Returned within **7 calendar days** from the date of purchase.
- The device shows **no signs of physical, liquid, or heat damage**, and has **not been tampered with**.
- The handset is returned in **full original packaging** with all accessories (box, battery, charger, earphones, etc.).
- The device has **not been activated or used** beyond initial setup.
- The fault is **verified by Ownit technicians** as valid for OBF.

⚠ Devices that do not meet these criteria or are returned after 7 days will be handled as **standard repairs**.

3. Warranty Coverage

The warranty covers manufacturing defects under normal usage. Valid claims will result in **free repair or replacement** at Ownit's discretion.

Please Note:

The warranty is only valid if the customer is fully up to date with their payment plan. If a customer is in arrears, Ownit reserves the right to withhold warranty or repair services until the account is settled.

4. Repair & Return Process

- Contact Ownit Support to obtain a **reference number** before returning any device.
 - Submit the device with a completed repair/OBF form, proof of purchase, and all original accessories.
 - Devices submitted without a reference number may be **rejected**.
 - Turnaround time is usually **7–14 working days**, depending on part availability.
 - A **R250 logistics fee** applies if:
 - No fault is found, or
 - A repair quote is declined.
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5. Warranty Exclusions

Warranty is void in the following cases:

- Water or heat damage
 - Physical damage (e.g., cracked screen, broken casing)
 - Use of non-approved accessories or chargers
 - Tampering or repairs by unauthorised persons
 - Software damage or third-party app conflicts
 - General wear and tear (e.g., battery degradation)
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6. Out-of-Warranty Repairs

- Repair quotes will be provided for devices not covered by warranty.
 - If the quote is rejected, a **R250 handling fee** applies.
 - Devices not paid for or collected within **90 days** may be sold to recover costs.
 - Customers must follow up if they have not received feedback within **30 days**.
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7. Limitation of Liability

Ownit will not be held liable for:

- Loss or corruption of user data during repair
 - Any indirect or consequential loss (e.g., loss of income, downtime)
 - Devices not collected within 90 days of repair completion
 - Compatibility issues with external software or applications
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8. Customer Responsibilities

- **Back up personal data** before submitting a device
 - Include all original accessories and packaging
 - Retain your proof of purchase and reference number
 - Ensure your **account payments are up to date** to claim warranty
 - Follow up with Ownit Support if no feedback is received within 30 days
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