

WARRANTY POLICY

1. We have a warranty policy for our products from the date of manufacturing. This warranty policy applies to products procured via online, retail, channel partner. Any Charger & Cable will have 6-month warranty. Different products have different warranty periods.
2. The product invoice will be considered as a warranty card for RIOT Labz Products (Oakter Product / Tankbolt / Oakmist). In the case of non-availability of product invoice, the product will be considered as out of warranty.
3. The warranty includes all defects resulting from defective parts, materials, or manufacturing if such defects are revealed during the warranty period. The device is considered defective if it fails to perform the functions as indicated in the operation manuals, technical specifications, or any other similar documents supplied with the equipment, and the failure is due to internal device characteristics. The Warranty does not cover consumables or parts of limited regular functionality due to their natural wear and tear.
4. For a defective device in warranty, the consumer needs to send the product first via courier to our In-warranty Department. The shipping to the company headquarters is to be arranged and paid by the consumer, rest of everything for shipment post-repair will be paid by the company. The company will ship back the replacement product within 6 working days of receiving the product.
5. For a defective device that are out of warranty consumer need to send the product to our replacement department. Post receiving the product it will be evaluated and repairing cost will be informed to the consumer, the repair will be done, and repaired product shipped back to the customer after receiving the repair cost. This repaired product will have 3 months warranty. If the customer does not agree with the repairing cost, then the product can be shipped back to the customer. The cost of shipping back will be borne by the company.
6. Any form of product misuse or accidental damage is not covered in the warranty. For example, for Oakmist - in case of any use of chemicals other than liquid-based sanitizer, the company will not be responsible of the non-functioning of the product and the warranty will be void.

Warranty process:

1. Please report the failure or fault to email to oye@oakter.com or whatsapp - based consumer support on +91-7575040506 The customer support team will try their best to resolve the issue on email or whatsapp chat. You are expected to fully cooperate with customer care personal in order to remotely resolve the issue. If the issue cannot be resolved by them, and the product is under warranty

- then you need to send us the product along with photocopy of invoice, as suggested by the customer care expert
2. Once the product is shipped to us you are requested to share the shipping details to oye@oakter.com
 3. You will be expected to ship us back the device to the following address

Kind Attn: Warranty Department
B-23, Sector 6, Noida 201301
Uttar Pradesh, India

4. After receiving of faulty product, the company will ship you back a replacement with in 6 working days.

TERMS AND CONDITIONS

No Question Asked Return Window

1. We have "no questioned asked" product return policy for products purchased on www.oakremote.com or www.oakter.com within the 7 (seven) days from product delivery
2. Return will be processed if:
 - It is determined that the product was not damaged while in your possession;
 - The product is not different from what was shipped to you;
 - The product is returned in original condition (with brand's/maker's box, MRP tag intact, user manual, warranty card and all the accessories therein)

3. How to Return Your Oakter Devices

You can return any Oakter Device or accessory you purchased from Oakter.com or oakremote.com for a full refund within 7 (Seven) days ("Return Period") of the day you received it as long as it is in new condition and in accordance with our return policy above. Your Device is not eligible for return and refund after the 7 (Seven) day return period has expired.

After the 7 (Seven) days have passed, you will no longer be entitled to return your Device. This does not affect the company's warranty policy and your consumer rights.

Note: If you want to return a Device for a refund and you purchased your Device from a third-party retail store, you must return your Device to the retailer where you made the purchase according to the retailer's return policies.

To return your Device within 7 (Seven) days of receipt if purchased from Oakter.com:

- **Prepare the Device for return:** The box will need to be in good condition, with all the relevant warranty, product guide booklets intact. The product should not be damaged in any manner.

- **Processing of Refund:** When we have received and processed your return, our returns department will request the appropriate refund to the payment method used for the original order. You will be intimated about the same, through email.

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B-23, Sector 6, Noida 201301
Uttar Pradesh, India

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Annual Maintenance Charge (AMC) Policy

1. You can avail AMC for all Oakter products before the expiry of warranty period or AMC period.
2. Cost of 1 (one) year AMC is 25% of the product MRP at the time of availing the AMC
3. Cost of 3 (three) year AMC is 50% of the product MRP at the time of availing AMC.
4. If product gets faulty with in the AMC period then same policy will be applicable as the warranty policy.

Repair of products outside warranty or AMC

1. You can get repair or replacement of all Oakter products outside the AMC period.
2. The process for the same is as follows :
 - Please report the failure or fault to chat based customer support provided in the Oakter's mobile app. The customer support personal will try their best to resolve the issue. You are expected to fully cooperate with customer care personal in order to remotely resolve the issue. If the issue can not be resolved by them, and the product is not covered under warranty or AMC then you will be asked to ship the product to this address:

Kind Attn : Repair Estimation department
D57, Sector 6, Noida -201301
Uttar Pradesh, India

- Once the product is received by repair estimation department and they have investigated the product damage then customer support personal will inform the estimation for repair/replacement fee through chat support
- Once you accept and pay the fee then replacement/repair will be processed and the product will be shipped back to you. If you do not accept the fee then the product will be disposed off or shipped back to you as per your choice.