

COSMIQ Book – Android Laptop

Onsite Warranty Guidelines

COSMIQ Edusnap Pvt. Ltd. takes pride in delivering high-performance Android Laptop designed to enhance your productivity and learning experience. COSMIQ Android Laptops are crafted with quality and reliability in mind, and we are committed to ensuring that your purchase is backed by the convenience and support as per the guidelines enclosed during the warranty period.

Whether you are using our devices for education, business, or personal use, our warranty for Android Laptop is to provide you with 12 Months ongoing onsite support.

1. Warranty Coverage

This Limited Warranty applies to COSMIQ Android Laptop sold by COSMIQ's Authorised Dealer/ Distributor/ Reseller time to time to our customers and provides comprehensive coverage against any defects in materials or workmanship under normal use during the warranty period (12 months from date of purchase). It is important to note that this warranty does not cover software applications, third-party products, or Non-COSMIQ branded peripherals.

COSMIQ warrants its devices against manufacturing defects in materials and workmanship under normal use for a period of **12 months** (“**Warranty Period**”) from the date of purchase (“**Proof of Purchase**”). This warranty is provided exclusively to the first purchaser upon presentation of proof of purchase and is non-transferable. COSMIQ's onsite warranty support is available within municipal limits of the jurisdiction of COSMIQ's authorized service centre (List of COSMIQ authorized service centres available @ www.cosmiq.co.in).

2. Proof of Purchase

Proof of Purchase, also known as sales/purchase invoice on the name of first purchaser from COSMIQ authorized Dealer/ Distributor/ Reseller issued upon purchase of COSMIQ Android Laptop is a mandatory document for warranty entitlement and support. Proof of Purchase should not be modified, defaced or have missing portion.

- Proof of Purchase in its original entirety, printed in clear and easily identifiable information containing the following:
 - i. Name of the authorized Dealer/ Distributor/ Reseller of COSMIQ Edusnap Pvt. Ltd., and;
 - ii. Date of purchase, also known as invoice date and;

- iii. Item description containing COSMIQ's brand name, corresponding description, model and serial number of the Android Laptop.
- COSMIQ Android Laptop purchased from the following may not be accepted for Warranty service:
 - i. Unauthorised Dealers/ Distributor/ Resellers.
 - ii. Second-hand items, including purchase from online or offline trading platforms such as eBay, OLX, Craigslist etc. classified advertising, public/ private forums or purchase other than purchase of Android Laptop by the first purchaser.

3. Conditions of Warranty Service

While COSMIQ's authorize service centre engineers aim to repair devices promptly, humanly it is not possible to guarantee any fixed time frame for repairs or replacements. This warranty is non-transferable and applies only to the first purchaser as documented by a valid proof of purchase. In no event shall COSMIQ be liable for any indirect, incidental, or consequential damages, including but not limited to loss of data, loss of business, or personal inconvenience arising out of the use of the Android Laptop. COSMIQ's total liability, in any case, is limited to the purchase price of the Android Laptop.

4. How To Get Warranty Support

For COSMIQ Android Laptop warranty process to be followed is listed below:

- **Step 1 – (Customer Support)** Reach out to COSMIQ support team via Call @ xxxxxxxxx between 10:00 AM and 6:00 PM (Mon – Sat, (except public holidays)). Warranty validation is subject to presentation of original invoice or digital invoice for the Android Laptop to register the service issue.
- **Step 2 - (Remote Diagnostics)** our support agents will guide you through the necessary trouble shooting steps to resolve issues remotely, which may include following:
 - a. Restoring the COSMIQ Android Laptop's operating system, factory-installed drivers, and applications to the factory default settings.
 - b. Installing updates, patches or service packs.
 - c. Running diagnostic tools and programs on COSMIQ Android Laptop.
 - d. Allowing the COSMIQ technical support agent to access COSMIQ Android Laptop with remote diagnostic tools like Team Viewer/ Any Desk etc. (If required).
 - e. Performing other reasonable activities requested by COSMIQ, which will assist in identifying or resolving the problems.
- **Step 3 – (On-site Repair)** If the problem persists and not resolved through Remote diagnostic our COSMIQ's authorize service centre will arrange engineer visit to the customer address to check and resolve the issue.

Engineer visit will be arranged within 0-3 business days after getting the complaint registered @ COSMIQ through Call/ Email/ Web/ WhatsApp. There may be delays in engineer visit considering the external factors beyond the control of COSMIQ's authorized service centre.

- **Step 4 – (Repair or Replacement)** Based on the nature of the issue, COSMIQ authorized service centre will either repair your Android Laptop or provide a replacement.
 - a. If your device experiences technical issues or manufacturing defects, COSMIQ authorized service centre will repair it at no additional cost during the warranty period. Repairs will be carried out by COSMIQ authorized service centre personnel only.
 - b. If a replacement is required, COSMIQ authorized service centre at its discretion (aligned to this COSMIQ Android Laptop warranty guidelines) will provide an equivalent device in refurbished or similar condition, which may or may not include packaging and accessories.

5. Dead on Arrival (DoA)

If COSMIQ's Android Laptop fails to operate to the specifications and standards of the Android Laptop model itself, has a latent defect or is otherwise not compliant with the conditions or scope as per the Warranty Terms and Conditions within the first Seven (7) calendar days from the date of first purchase (Proof of Purchase), it can be eligible as DoA.

- a. The following are the considerations to approve in case of a DoA Product: Valid Proof of Purchase of COSMIQ Android Laptop by the first customer; and
- b. Android Laptop deemed eligible for DoA by COSMIQ authorised service centre within DoA period; and
- c. Serial number on proof of purchase matches the Serial number on the physical Android Laptop; and
- d. Android Laptop must include all original packaging, accessories and all bundled third-party goods (If any); and
- e. Not in Out of Warranty condition.

Failure to meet Any One of the conditions above, COSMIQ authorized service centre reserves the right to refuse DoA and apply standard Warranty or Out of Warranty service to the Android Laptop as applicable.

6. Software Support

COSMIQ does not guarantee uninterrupted or error-free operation of any third-party software with COSMIQ Android Laptop.

This warranty covers the hardware of COSMIQ Android Laptop. COSMIQ authorized service centre will provide technical support for the product's preinstalled software only when it concerns the proper functioning of the hardware. Third party software may require support from the respective vendors.

7. LCD panel pixel policy

COSMIQ's pixel defect policy for Android Laptops generally covers full pixel defects (dead pixels) and bright or dark sub-pixel defects, with a maximum allowance of 7 total sub-pixel defects (bright and dark combined) and no full pixel defects allowed.

Here's a more detailed breakdown of COSMIQ's pixel defect policy:

- **What's Covered**
 - a. **Full Pixel Defects:** COSMIQ's policy covers full pixel defects (dead pixels).
 - b. **Sub-pixel Defects:** The policy also addresses bright and dark sub-pixel defects.
 - c. **Bright Sub-pixel Defects:** Permanently "on" displaying a red, green, or blue-coloured spot.
 - d. **Dark Sub-pixel Defects:** Permanently "off" displaying a black dot.
- **Limits**
 - a. **Full Pixel Defects Allowed:** COSMIQ's policy states that more than 3 full pixel defects are considered for warranty support.
 - b. Sub-pixel Defects: **Bright Sub-pixel Defects:** 6 minimum.
 - c. **Dark Sub-pixel Defects:** 6 minimum.
 - d. **Total Combined Bright and Dark Sub-pixel Defects:** 7 minimum.

8. Customer responsibility for using COSMIQ Android Laptop

- a. Read the user manual first and use COSMIQ Android Laptop only according to the user manual.
- b. Do not leave COSMIQ Android Laptop connected to the power supply once it is fully charged and not turned on. Some electrical items are not designed to be left connected to the power supply for extended periods of time.
- c. Periodically back up your data stored on COSMIQ Android Laptop.
- d. Keep the original packaging. In case COSMIQ Android Laptop needs to be returned/replaced due to manufacturing defect or if COSMIQ Android Laptop is beyond repairable.

Warranty Terms & Conditions

1. Warranty is confined to the first purchaser of the COSMIQ Android Laptop only & is non-transferable.
2. For the purpose of this Warranty General Terms and Conditions, an Android Laptop is:
Manufactured by or on behalf of COSMIQ Edusnap Pvt. Ltd., and;
 - a. Bears the registered trademark name or logo of COSMIQ and;
 - b. Distributed or sold by an Authorised Dealer/ Distributor/ Reseller of COSMIQ Edusnap Pvt. Ltd.
3. Proof of purchase (i.e. Purchase invoice) along with Android Laptop model and serial number must be presented when requesting service under warranty on COSMIQ website, Toll free number, WhatsApp, Email.
4. Repair or replacement will be carried out through the COSMIQ's Authorized Service Centre only (Refer list of COSMIQ authorized service centres available @ www.cosmiq.co.in).
5. All accessories (Power Adaptor, Rechargeable battery) of COSMIQ Android Laptop comes with default warranty of 6 months. In case of a defective accessory only the accessory will be repaired or replaced under warranty duration.
6. Calls registered with COSMIQ Helpline number, wherein only cleaning of the unit/ parts in the unit due to dust gathering on portions of the unit, general explanations/ returning, particular software not being read/ installed, are not to be considered as defects. COSMIQ does not undertake responsibility on the quality of software being used by purchaser.
7. Its customer responsibility to remove all data including confidential information, proprietary information and personal information from COSMIQ Android Laptop or, if you are unable to remove any such information modify the information to prevent its access by another party or so that it is not personal data under applicable law. The Service centre shall not be responsible for the loss or disclosure of any data including confidential information, proprietary information, or personal information on COSMIQ Android Laptop returned or accessed for warranty service.
8. Remove all features, parts, options, alterations, and attachments which are not part of standard COSMIQ Android Laptop and not covered under COSMIQ warranty. Ensure that the COSMIQ Android Laptop or part is free of any legal restrictions that prevent its replacement.
9. COSMIQ's obligation under this warranty shall be limited to repairing of part/s which are found to be defective or providing replacement (new or refurbished or reconditioned) with same/ equivalent model.
10. 10. While carrying out warranty services COSMIQ may use Android Laptop, serviceable parts, accessories that are new or refurbished or reconditioned.
11. In the event of repairs/replacement of any part/s of the Android Laptop, this warranty will thereafter continue and remain in force only for the unexpired period of the warranty (Warranty period start from date of invoice provided as purchase proof). Moreover, the time taken for repair/replacement and in transit for Android Laptop under the warranty shall not be excluded from the warranty period.
12. 12. COSMIQ's authorized service centre reserves the right to retain parts or component replaced in the event of a defect being noticed in the equipment during warranty period (Faulty Android Laptop part replaced becomes the property of COSMIQ).
13. If any damage occurs during transit/ movement of customer to COSMIQ Android Laptop (unintentional physical damage), COSMIQ will repair the device through its authorized service centre on a chargeable basis. COSMIQ shall not be responsible for any transit-related damage caused by the customer. After the Android Laptop is restored to operational condition by COSMIQ's

authorized service centre, the warranty for the remaining unexpired period will continue as applicable.

14. 14. In case of any transit damage, the Android Laptop shall be repaired by the COSMIQ's authorized service Centre on chargeable basis. Warranty for unexpired period to continue after unit made operational by COSMIQ's authorized service centre.
15. 15. Consequential or resulting liability, damage or loss to property or life arising directly or indirectly out of any defect in the Android Laptop, COSMIQ obligation under this warranty shall be limited to repair of defective parts only under the warranty period.
16. The COSMIQ's authorized service centre will advise the customer whether the repair of Android Laptop can be done at customer location or not. In case if Android Laptop (within warranty period) needs to be taken at COSMIQ's authorized service centre for repairing within municipal limits of the jurisdiction of COSMIQ's authorized service centre, that will be done by service centre at no extra cost to the customer.
17. For units installed beyond municipal limits of the jurisdiction of COSMIQ's Authorized service centre, on-site warranty is Not Applicable. It is the responsibility of the Customer to contact the nearest COSMIQ authorized service centre and bring the unit to the COSMIQ authorized service centre at their (Customer) own cost and risk. (Refer list of COSMIQ authorized service centres available @ www.cosmiq.co.in).
18. This warranty will automatically terminate on the expiry of the warranty period (reference Proof of Purchase), even if COSMIQ's Android Laptop or part may not be in use by customer for any time during the warranty period for any reason.
19. Third-party bundled accessory/ product that does not meet the definition as a COSMIQ brand product is ineligible for Warranty support under COSMIQ's authorized service centre.
20. Faults resulting from incorrect third-party tools like product, software/ application/ driver installation/ hardware accessories, or abnormal operation or phenomena as a result from the use of third-party tools is not considered as Android Laptop defect and cannot be covered under warranty. COSMIQ's Android Laptop warranty doesn't cover any third-party tools compatibility and connectivity issue.
21. No COSMIQ authorized Dealer/ Distributor/ Reseller has authority to vary the terms of warranty as defined by COSMIQ.
22. COSMIQ reserves the right to change terms and conditions at any time without prior notice.
23. All disputes arising out of this warranty are subject to Delhi jurisdiction only.

Out of Warranty

COSMIQ Android Laptop is considered as Out of Warranty based on the following

1. Beyond the Warranty Period of respective Android Laptop:
 - a. If customer's proof of purchase or invoice indicating the date of purchase has crossed the warranty period of 12 Months.
2. Android Laptop in Warranty period, including but not limited to the following:
 - a. Counterfeit, or.
 - b. Serial number on the specification or rating label is unclear, changed, damaged, removed, or;

- c. Serial number label is changed, damaged, removed, or;
 - d. Operate beyond Android Laptop's intended design, specification, capability, purpose, or;
 - e. Natural disaster or force of nature, e.g. fire, flood, lightning, or;
 - f. Extremes of temperature, humidity or condition deemed inappropriate for Android Laptop operation or storage, or;
 - g. Corrosion from exposure to chemical/electrochemical reaction with the environment, such as seawater (salt content of air), moisture, sweat, bacteria, household cleaning agents, extremes of atmospheres, or;
 - h. Incorrect operation caused by third party product or accessories, connecting source such as USB drive, LAN, Display/ Audio IN/ OUT devices etc.
3. Repair due to misuse/third party repair attempts are not covered in warranty.
 4. Customer induced liability, including but not limited to the following:
 - a. Defects or malfunctions caused by damage resulting from improper care, neglect, misuse, abuse, or operation of Android Laptop contrary to the instructions contained in the user manual.
 - b. Damage caused during any modes of transportation, courier etc.
 - c. Damage caused by any modification or servicing performed by person(s) other than COSMIQ's authorised service centre
 - d. Accessories, including batteries, AC adaptor, and other consumables
 - e. Any electronic data loss due to malfunctioning or repair of Android Laptop
 5. Warranty shall not cover the following situations:
 - a. Damage to COSMIQ Android Laptop caused by third party software or virus(es); or there is software loss or data loss that may occur during repair or replacement.
 - b. Unusability due to forgotten or lost security passwords.
 - c. Defects caused by household pets, rats, cockroaches or any other animals or insects is not covered under warranty.
 - d. Defects caused by viruses from third party by unauthorized access to services, other accounts, computer systems or networks. This unauthorized access can take place through hacking, password-mining or through a variety of means.
 - e. Defects caused by the fact that the battery has been short-circuited or by the fact that the seals of the battery enclosure or the cells are broken or show evidence of tampering or by the fact that the battery has been used in equipment other than those for which it has been specified.
 - f. Warranty does not cover any technical or other support such as assistance with "how-to" questions regarding COSMIQ Android Laptop set-up and installation.
 - g. Warranty does not cover Android Laptop with an altered identification label (Serial Number cum Product detail) or from which the identification label has been removed.
 - h. COSMIQ will not consider device under warranty if COSMIQ receives information from relevant public authorities that COSMIQ Android Laptop has been stolen or if you are unable to deactivate passcode-enabled or other security measures designed to prevent unauthorized access to the COSMIQ Android Laptop and you cannot prove in any way that you are the authorized user of the Android Laptop (e.g. by presenting proof of purchase).

LIMITATION OF LIABILITY

Except as provided in this warranty and to the maximum extent permitted by law, COSMIQ is not responsible for direct, special, incidental or consequential damages resulting from any breach of warranty or condition, or under any other legal theory, including but not limited to loss of use; loss of revenue; loss of actual or anticipated profits (including loss of profits on contracts); loss of the use of money; loss of anticipated savings; loss of business; loss of opportunity; loss of goodwill; loss of reputation; loss of, damage to, compromise or corruption of data; or any indirect or consequential loss or damage howsoever caused including the replacement of equipment and property, any costs of recovering, programming, or reproducing any program or data stored in or used with the COSMIQ Android Laptop or any failure to maintain the confidentiality of information stored on the COSMIQ Android Laptop.

The foregoing limitation shall not apply to death or personal injury claims, or any statutory liability for intentional and gross negligent acts and/or omissions. COSMIQ disclaims any representation that it will be able to repair any COSMIQ Android Laptop under this warranty or replace the COSMIQ Android Laptop without risk to or loss of information stored in COSMIQ Android Laptop.