

SERVICE POLICY - NOISE

Warranty Guidelines

- Noise products and their accessories come equipped with a warranty period of 1 year on the product and 3 months on accessories, which cover technical issues, excluding physical damages. The warranty period is applicable on both online and offline purchases/ irrespective of the sales channel.
- Proof of purchase in the form of invoice (irrespective of the sales channel) is required to be presented for availing warranty services. Noise can choose to not provide services if the invoice is not presented.
- Any individual who carries a valid invoice and the product is under warranty, services will be rendered by Noise.
- The product must be under 1 year of warranty to avail services. If the product is Out of Warranty Noise can choose to not render services if the product is out of stock.

NOISE WARRANTY IS NOT APPLICABLE IN ANY OF THE FOLLOWING CASES:

- Issues pertaining to look and feel of the product, dim display under sunlight, low sound quality due to accumulation of dust or dirt
- Regular wear and tear due to usage of the product
- Damage caused by spillage of any kind of liquid on the device
- Physical damage induced by the house pets, rodents
- Accidental or incidental damage
- Exposure to extreme temperatures, atmospheric conditions, water logging in the product

This warranty will automatically terminate on the expiry of the warranty period of 12 Months (as determined by proof of purchase), even if the product is not in use during the warranty period for any reason.

WATER DAMAGE

Noise watches come with three different water resistance ratings including IP67, IP68 5ATM and 3ATM. Watches that come with a rating of either IP67 or IP68 are water resistant watches and not waterproof. One cannot use these watches for swimming, however, they can withstand powerful water jet sprays from any direction.

If a customer has used a watch with either IP67/IP68 rating for swimming, the warranty gets void.

If the watch was worn by the user while showering or was worn out when it is drizzling, the device is capable of withstanding or resisting the entry of the water. In this circumstance if the watch stops functioning then the device will be serviced under warranty

Watches that come with a rating of 3ATM and 5ATM are waterproof watches and can be used for swimming but not more than 10 mins. If this guideline is followed and the watch stops working, the device is eligible to receive warranty services.

CONDITIONS FOR AVAILING WARRANTY

- Devices purchased from unauthorized sellers are not eligible for warranty services
- Warranty services will not be rendered if the device is repaired by an unauthorized service center or self-repaired by the customer

HOW CAN A WARRANTY PERIOD BE CHECKED

- Warranty can be checked/claimed from the date of purchase invoice till 1 year. i.e. if the product invoice date is 2-2-2023 then warranty can be claimed till 1-2-2024.
- For DOA/ replacement products within 21 days- the same can be claimed from the date of purchase invoice till 21 days i.e. if the product invoice date is 2-2-2023 then replacement can be claimed till 16-2-2023.
- For DOA/ replacement products beyond 21 days but within 1 year- the same can be claimed from the date of purchase invoice beyond 21 days i.e. if the product invoice date is 2-2-2023 then replacement can be claimed till 1-2-2024.

OFFLINE CHANNEL REPLACEMENT POLICY – OVER THE COUNTER REPLACEMENT POLICY

Authorized retailers will be allowed to replace a technically defective product with a fresh one as far as the product is within 21 days of purchase by consumer except for below mentioned scenarios.

1. Products with physical damage will not be accepted.
2. The box must contain the main product and its respective accessories.
3. On acceptance of the defective product, the box must be sealed by the retailer.
4. The box must also include the consumer purchase invoice for further validation.
5. Every counter replacement must have a ticket raised through Noise Connect before company arranges for pick up.
6. The entire process of OTC replacement will be completed in 12-15 working days.

HOW CAN A CUSTOMER AVAIL THE REPLACEMENT AFTER PURCHASING?

A customer can visit the store (original source of purchase) within 21 days from the purchase date if the product showcases any technical issues.

A dedicated help line number is active for OTC process. The representative at the store can connect with a technical agent to troubleshoot the problem on the product. If the issue is resolved via TS, a replacement in this case will not be given to the customer.

However, once the issue is confirmed at the store, customer will be given a fresh replacement then and there. Customer must hand over the complete product along with its respective accessories and the brand box.

Contact Number: +91-1243633990

Furthermore,

1. While sending the products, Purchase Return Debit Note must be sent which will include the original invoice and date.
2. Invoice details of all the products must be shared in an excel sheet if there is not enough space in DN for highlighting invoice details of all products.
3. No cash memo invoices/bill book will be accepted for GT Partners. The invoice must include the name of the GT partner with mobile number, email id and address mentioned on the invoice.
4. On receipt of returned quantities we will pass CN in our books and at the time of dispatching the replaced units a fresh invoice will be raised.

5. Where we do not have same SKU available, warehouse will be replacing the returned units with the same product but of different colour. If customer refuses to accept the B alternative, we will accept the returned units and pass CN. In addition, credit balance of customer will be adjusted with the future billings.

6. If required the customer has to generate the E-way bill for sending the products.

WHEN WILL A PRODUCT NOT BE REPLACED AFTER PURCHASING?

If a consumer wants to replace a product for a different colour.

If a customer wants a replacement of the product because of the quality of the product or features.

Under the aforementioned conditions, a customer will not be given a replacement once the purchase transaction is completed.

REPLACEMENT FOR COSMETIC ISSUES

If the product is found physically damaged, customer has to report this within 24 hours for a replacement to be processed.

A replacement in this will be provided only if the damage is found to be a manufacturing defect. If it is found to be a customer induced damage, a replacement can be denied.

REPLACEMENT POST DOA PERIOD

OTC (Over the Counter) replacement process will not be applicable post 21 days from purchase date. Should the occasion arise for a technical assistance, customer must raise a ticket via support page of gonoise website or visit the service center or call on our customer care number

Complaint Registration Link: <https://www.gonoise.com/pages/complaint-registration>

Customer can also use the support the page to self-troubleshoot the problem.

Product Support Page Link: <https://support.gonoise.com/support/home>

Customer Care Number: 02268056040

Email: help@nexxbase.com

In order to find if your city has a Noise Service Center, please follow the below link and select your State and the City.

Service Center Link: <https://www.gonoise.com/pages/service-center>

OUT OF WARRANTY

If a product that is out of warranty, reflects a technical issue & customer wants to avail the services, customer must incur a certain amount of charges.

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