



Service Policy for Titan and Fastrack Smart Wearables and Audio retailed by LFS channels

This policy is applicable to all LFS channel where Titan and Fastrack Smart Wearables are being retailed to end consumers.

The consumers can reach out to the same LFS from where they have purchased their product to raise a concern regarding the issue faced by them. In such cases the LFS should reach out to our team of experts by sending an email at smartdesk@titan.co.in. in the below format along with the original invoices and images/videos to establish the issue-

Product Name	
Variant Number of the product	
Details of the LFS (Store Name and Location)	
Name of the Store Person reporting the issue	
Contact number of the Store person	
Date of issue reported by customer	
Type of issue reported	(e.g. Charging, Display blank, etc.)
Issue Description in brief	
Is Proper Image/ Video attached in email?	Yes/ No
Is invoice attached in email?	Yes/ No
Whether product is under warranty?	Yes/ No

The Smart Desk team is active from 10AM to 10 PM from Monday to Saturday except on National Holidays and Festivities. Typically, all emails are replied to within 72 hours (about 3 days) of the receipt of the email request. In case there is a delay of more than 72 hours, the stores can follow the below escalation matrix.

Scenarios	Escalate the email to
If the email is not acknowledged or replied even after 72 hours of sending it to Smart Desk	akashs@titan.co.in
If the email is not acknowledged or replied even after 24 hours of sending it to Mr. Akash	aritrad@titan.co.in

The Smart Desk team will aim to resolve the issue. The resolution timeline depends on the reported issue's nature and the clarity of the information shared by the store team reporting it. Please note that to troubleshoot the issue, our experts might call/ email multiple times to ascertain the root cause so that suitable resolution can be provided. If the issue cannot be resolved, the Smart Desk will generate a Ticket ID, with approval by the team and can serve as proof for a product replacement. And based on the approval email, the product can be replaced for the customer.

Please note that without approval from Smartdesk, the Ticket ID itself cannot be considered as the final verdict for replacement.

Please note that LFS must collect the defective smartwatch/ audio device and the charging cable from the customer before providing the replacement. The approval email and the defective items need to be submitted to Titan Company Limited to raise a credit note.

And, at the point of sales, the store person should voluntarily inform the end consumers to reach out to the same LFS for service or any issue/concern related to the smart product. This approach would certainly allow the customers to conveniently receive both sales and service from the same store and removes the need for them to visit other stores, hence enhancing their overall experience.

Please note that we have a 12-month warranty policy applicable for all Titan brand Smart Products and Accessories. However, we have a detailed warranty policy for Fastrack Smartwatches which we have attached along with this Service Policy for your ready reference. For out of warranty cases, we will take a call on case-to-case basis.

For any queries or support, please contact smartdesk@titan.co.in





LIMITED WARRANTY FOR FASTRACK SMART WEARABLES AND ACCESSORIES

Thank you for choosing Titan Company Limited (“Titan/we/our”) for your smart wearables and accessories (charging cables and straps) purchase. We retail the smart wearables and accessories under the brand name ‘Fastrack Smart’(“Products”). This document outlines the terms and conditions of limited warranty provided by Titan for new Products (“Limited Warranty”).

1) **Limited Warranty:**

- a) **Smartwatches-** The smartwatches retailed under the brands ‘Fastrack Smart’ are warranted to be free from manufacturing defects for one (1) year from the date of invoice. Titan will, at its sole option, repair or replace any smartwatch found to have manufacturing defects during the Limited Warranty period. Cases and straps will be covered under Limited Warranty for color peel off and discoloration issues for a period of six (6) months from the date of invoice.
- b) **Charging Cables-** The charging cables provided with our smart watches or retailed independently under the brands ‘Fastrack Smart’ are warranted to be free from manufacturing defects for three (3) months from the date of invoice.
- c) **Straps-** The straps provided with our smart watches or retailed independently under the brands ‘Fastrack Smart’ are warranted to be free from manufacturing defects for six (6) months from the date of invoice.

Category	Limited Warranty Period
Smartwatches	Twelve (12) months from the date of invoice.
Charging Cables	Three (3) months from the date of invoice.
Straps	Six (6) months from the date of invoice.

2) **Exclusions:**

- a) The Limited Warranty does not apply to any:
 - i) issues related to skin. Although, we use the best quality materials in manufacturing Products, Titan is not liable for any skin rashes or allergies arising out of contact with the Products. You are advised to be aware of your skin sensitivities and take necessary precautions.



- ii) handling or accidental defects such as physical damage of the smart watch head, lug, or strap due to unauthorized usage or impact damages, water entry damage due to exceeding the specified depth or pressure and other issues arising from mishandling of the Product.
- iii) unauthorized repairs or modifications to the Product without proper authorization from Titan.
- iv) battery-related issues, such as deterioration, reduced capacity, or failures due to prolonged usage or misuse.
- v) external causes such as electric power fluctuations, usage of charging adapters more than 5V or fast charging adapters.
- vi) damages or issues caused by normal wear and tear, such as scratches on the display or strap, or fading of color.
- vii) loss or theft of the Product.
- viii) damage caused by accident, neglect, abuse, misuse, liquids, flood, fire, or other acts of nature or external causes.
- ix) damage to a Product that has been modified or altered without the written permission of Titan.
- x) damage to a Product that has been connected to power and/or data cables that are not supplied by Titan.

3) Process:

- a) To initiate a claim, you must provide the invoice and submit the defective Product along with the charging cable. To experience a hassle-free Limited Warranty claim process, we recommend you register the product for e-warranty immediately after purchase.
- b) Customers can contact our customer service helpline via app, emails or calls or reach out to the nearest Titan authorized service center for assistance with Limited Warranty claims.
- c) The time taken for repair/replacement and in transit shall not be excluded from the Limited Warranty period.
- d) Please note that we reserve the right to replace the defective Product with either the same Product or any other Product with similar features as per the availability.



4) Limitations:

- a) These terms and conditions are only applicable to Products purchased from authorized Titan dealers or official online channels. Products purchased from unauthorized sources may not be eligible for Limited Warranty coverage.
- b) This Limited warranty is only valid for the original purchaser and is not transferable.
- c) In the event of the Product being replaced with either the same or similar product, the period of Limited Warranty will not be extended. However, every replaced Product will carry a warranty of either 3 months or the remaining Limited Warranty period of the original invoice date whichever is longer.

5) Limitation of liability:

EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, TITAN'S LIABILITY UNDER THIS LIMITED WARRANTY IS LIMITED TO THE REPAIR OR REPLACEMENT OF THE PRODUCT AT OUR DISCRETION. TITAN SHALL NOT BE LIABLE FOR ANY INCIDENTAL, INDIRECT, SPECIAL, OR CONSEQUENTIAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOSS OF PROFITS, REVENUE OR DATA, RESULTING FROM ANY BREACH OF EXPRESS OR IMPLIED WARRANTY OR CONDITION OR UNDER ANY OTHER LEGAL THEORY, EVEN IF TITAN HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

6) Governing Law and Jurisdiction:

- a) This Limited Warranty shall be governed by and construed in accordance with the laws of India.
- b) Any dispute arising out of or in connection with this Limited Warranty shall be subject to the exclusive jurisdiction of the courts at Bengaluru.

Please note that Titan reserves the right to change the terms and conditions as and when required. We hope you enjoy using our Products and should you have any further queries or require assistance, please do not hesitate to contact us on 1800-266-0123 or customercare@titan.co.in.
