

## CellAllure Warranty

Link: <https://www.cellallure.com/warranty>

CELLALLURE guarantees that this product is free from material and manufacturing defects.

### **Terms and Conditions / Warranty Period:**

The warranty coverage for the phone is 12 months. The warranty coverage for all accessories is 3 months.

For product exchange within the first 15 days: Please contact us at 1-855-493-4465 in order to describe the problem to us and for us to attempt to correct the issue and/or provide an RMA number accordingly. Our service department will then determine the proper course of action. Our service personnel will require the following customer information: Name, Address, Phone number, Email, Phone Model, Phone IMEI #, Purchase Date, Proof of Purchase and Reason for the exchange. The place where the product was originally purchased from will process the exchange, as long as the phone exchange request has prior approval by our service department.

For Warranties 16 to 365 days from date of purchase: Please call us at 1-855-493-4465 to describe the phone problem. Our customer care department evaluate and make the determination if the specific issue is covered by the warranty. Our service personnel will require the following information from you: Name, Address, Phone number, Email, Phone Model, Phone IMEI #, Purchase Date, Proof of Purchase and and the reason for the return/exchange. In order to process the request and then determine the next steps. Please note that the CellAllure phone warranty is valid upon meeting the following conditions:

- Product has not been misused or abused
- The software has not been altered
- The phone has its original back label with its IMEI number
- IMEI number cannot be altered and must be legible
- The phone has all accessories present and in good and proper working conditions

Recommendation: For optimal performance of our CellAllure phones, we recommend to only use CellAllure brand accessories.

### Procedure:

In order to comply with and validate the warranty, please be sure to complete and return the form on CellAllure's website (warranty page). If the product is received subsequently to the date of the expiration period of the limited warranty or if the issue identified is outside of the warranty parameters, our service department will provide an applicable quote once the return has been authorized, received and analyzed appropriately.