

# inWatch Z Warranty

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## Warranty Service

inWatch warrants the original product (strap excluded) purchased from the original retailer (or their authorized dealer) for a period of 1 year from purchase date and the original strap for a period of 6 months from the purchase date. During this period, if this product proves defective in either material or workmanship, inWatch will, at its discretion, either

- a) repair the defective unit
- b) replace it with a rebuilt product at no charge for parts or labor
- c) refund in full the amount on the purchase invoice

### NOTES

- o inWatch warrants this product to be free of defects in materials and workmanship for a period of one (1) year from the date of purchase, or acceptance, or the rated number of machine cycles specified in inWatch's Product Specification and/or Sales Quotation that resulted in this order whichever occurs first.
- o 7 days of repair, replace(same model) or refund(invoiced amount) guaranteed.
- o 8-15 days of repair and replace(same model) guaranteed.

## Warranty Exclusions

- Warranty period has expired.
- Customer does not present a copy of the original purchase invoice.
- Warranty certificate is incomplete or changed.
- Warranty certificate information does not match the purchase device model number.
- Damage to the product caused by improper operation, maintenance or use, by not following user manual instructions.
- Damage to the product caused by modification, repairs or re-installation by non authorized personnel or service centers.
- Damage to the product caused by loss or accident such as vehicle crash, impact, fire, submersion or user-caused printed circuit board short.
- Normal wear and tear, caused by use, to the exterior such as watch case, glass, OLED screen, antenna and strap (except caused by structure or material flaw).
- Damage to the product caused by forces of nature such as earthquakes, floods, electric storms, etc.

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## Warranty Conditions

- Purchase made online, please fill out complete information during purchasing to keep a record.
- Keep your purchase invoice and this warranty certificate.
- Present the original purchase invoice and this warranty certificate (sealed and with no modification) for repair request. Ask for repair receipt.
- Z will be free of defects in materials and workmanship for a specific period from the date of invoice.
- Purchased made from online, the period starts from the date of acceptance.
- If you have lost your purchase invoice or warranty certificate or copies, the warranty period will be considered as 90 days from the date of production date based on the serial number of the watch.

## Contact

Website: [inWatchz.com](http://inWatchz.com)

Email: [support@inWatchz.com](mailto:support@inWatchz.com)

Facebook: [www.facebook.com/inWatchUSA](http://www.facebook.com/inWatchUSA)

Twitter: [twitter.com/inWatchUSA](http://twitter.com/inWatchUSA)

## Return/Replace/Repair Procedure

Apply → inwWatch website ([inWatchz.com/returns](http://inWatchz.com/returns))

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#### Items Covered Under Warranty Include:

##### inWatch Z

- Function shown in the manual does not work
- No screen display
- Swiping mistakes
- Unable to turn on the watch
- Unable to connect
- No vibration
- Dialing mistakes
- Abnormal shutdown
- SIM Card error
- Key button error
- No sound, or incorrect volume
- Fissures to the case caused by structure or material

##### Accessories

- Charger is not working or not normal
- Watch is not working after charging (when battery status shows more than 80%)
- USB Cable is not working

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#### Maintenance Record

First Repair Record:

Organization:

Repair Date:

Malfunction Status:

Malfunction Cause:

Proof Document:

Completion Date:  
Original IMEI:  
New IMEI:  
Signature:  
Stamp:  
Telephone Number:

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## **Maintenance Record**

Second Repair Record:  
Organization:  
Repair Date:  
Malfunction Status:  
Malfunction Cause:  
Proof Document:  
Completion Date:  
Original IMEI:  
New IMEI:  
Signature:  
Stamp:  
Telephone Number:

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## **Customer Use**

Customer Name: Mr./Mrs./Ms.  
Telephone Number:  
Address:  
Postal Code:  
Model No.:  
Serial No. :

Product Origin:  
Retailer's Address:

Postal Code:

Purchase Telephone Number:

Purchase date: