



Generation Next Communication Pvt. Ltd.

WARRANTY LETTER

Generation Next Communication Pvt Ltd (**GENXT**) provides this letter to our respected partners in order to give specific information about our domestic standard warranty policy. This paper attempts in making clear the guidelines, our warranty coverage, instances of warranty void and any other instructions that might be pertinent to you.

A. Warranty Protection

1. Warranty is **only** applicable to manufacturing defects in products and we offer quick parts exchange **or** replacement depending on the nature of the product. Partners may get in touch with their GENXT sales representative to find out the precise warranty type offered for each product.
2. Warranty is applicable to **1 year** to our resellers from our sales date and an exact of **additional 2 months** is considered in cases of goods in stock.
3. Resellers are requested to update their GENXT service and sales representative if any products are in stock for 2months, on their own. In these circumstances, Genxt team retains the right to audit the remaining shares if thought essential.

B. Warranty Void:

1. Any kind of **physical or liquid damage** to the products is not covered by our warranty.
2. If **GENXT hologram** is tampered on the devices, the warranty is deemed void.
3. Any type of **third-party repair** on the devices, other than authorized repair services provided by GENXT shall void the warranty coverage.

C. Additional Details:

1. While submitting warranty claim products at GENXT service station, it is **mandatory** for partners to provide **VAT bill** which must include the following details with clarity. The mandatory details are; **service tag** of the product that matches product in claim, **date, corporate stamp and signature**.
2. We kindly ask our partners to **submit cases** to our Gnext service team by emailing the details to support@gnextcom.com, along with the **service tag of upgradable laptop** and **details of the updated parts** only if the partner's product is based **outside valley**. This process is for the adjustments **SSD and RAM upgrade only**. Partners can move forward with the adjustments themselves for that particular case only after receiving upgrade **approval** from GENXT service team.
3. **In some cases**, our Gnext support team **will ask** the partners to submit the **VAT bill** along with the product's service tag for claims. Please make sure the corporate stamp is included and that the required document is clearly visible in **scanned document**.
4. Resellers must receive the service tag list and invoice which are stamped by GENXT. These must be claimed by the reseller from GENXT in each transaction for record-keeping purposes.



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Note:

These warranty terms and conditions have been the norm for all of our partnerships nationwide. We think that following these guidelines will guarantee uniform quality and consumer satisfaction throughout all locations. We trust that this explanation of our warranty policy has given you a thorough grasp of our terms and conditions for warranty. Please do not hesitate to contact our devoted support team or your designated sales agent if you have any additional queries.

We appreciate you being a loyal customer and partner to which we look forward to working with you in the future.