



# WARRANTY TERMS & CONDITIONS — GALAXY DIGITAL PVT. LTD. —

**WELCOME TO GALAXY DIGITAL PVT. LTD. (“GALAXY DIGITAL”, “WE”, “OUR”, OR “US”).  
WE VALUE YOUR TRUST IN OUR PRODUCTS AND ARE COMMITTED TO  
PROVIDING QUALITY AND RELIABILITY.**

**PLEASE READ THE FOLLOWING WARRANTY TERMS & CONDITIONS CAREFULLY – THEY  
EXPLAIN YOUR RIGHTS AND OUR RESPONSIBILITIES  
IN CASE YOUR PRODUCT NEEDS SERVICE DURING THE WARRANTY PERIOD.**

## **1. WARRANTY COVERAGE**

GALAXY DIGITAL WARRANTS THAT ALL PRODUCTS SOLD UNDER OUR BRAND OR THROUGH OUR AUTHORISED DEALERS ARE FREE FROM DEFECTS IN MATERIALS AND WORKMANSHIP UNDER NORMAL USE DURING THE WARRANTY PERIOD.

IF A DEFECT IS FOUND AND REPORTED WITHIN THE WARRANTY PERIOD, GALAXY DIGITAL WILL,  
AT ITS DISCRETION: REPAIR THE DEFECTIVE PRODUCT USING NEW PARTS.

## **2. WARRANTY PERIOD**

THE STANDARD WARRANTY PERIOD IS 12 MONTHS FROM THE DATE OF PURCHASE,  
UNLESS OTHERWISE SPECIFIED FOR A PARTICULAR PRODUCT.

WARRANTY IS VALID ONLY FOR THE ORIGINAL PURCHASER AND IS NON-TRANSFERABLE.  
THE ORIGINAL PURCHASE INVOICE MUST BE PRODUCED FOR ALL WARRANTY CLAIMS.

## **3. WARRANTY CLAIM PROCESS**

IF YOU FACE ANY ISSUE COVERED UNDER WARRANTY:

CONTACT OUR SERVICE SUPPORT TEAM VIA PHONE OR EMAIL.

PROVIDE THE PRODUCT DETAILS, PURCHASE INVOICE, AND A BRIEF DESCRIPTION OF THE ISSUE.  
BRING OR SHIP THE PRODUCT (IF INSTRUCTED) TO OUR AUTHORISED SERVICE CENTRE FOR INSPECTION.

## **4. EXCLUSIONS (NOT COVERED UNDER WARRANTY)**

THIS WARRANTY DOES NOT COVER:

DAMAGE CAUSED BY MISUSE, NEGLIGENCE, ACCIDENT, LIQUID SPILL, OR POWER SURGE.

UNAUTHORIZED MODIFICATION, REPAIR, OR TAMPERING WITH SERIAL NUMBERS.

NORMAL WEAR AND TEAR, COSMETIC DAMAGE, OR CONSUMABLE PARTS

(E.G., CABLES, STICKS, BATTERIES, PADS, BULBS, ETC.).

DAMAGE DUE TO EXTERNAL CAUSES SUCH AS FIRE, FLOOD, LIGHTNING, OR ANY NATURAL CALAMITY.

SOFTWARE ISSUES, DATA LOSS, OR MALFUNCTIONS CAUSED BY THIRD-PARTY ACCESSORIES.

PRODUCTS PURCHASED FROM UNAUTHORIZED RESELLERS OR GREY MARKET SOURCES.

## **5. LIMITATIONS OF LIABILITY**

GALAXY DIGITAL'S LIABILITY IS LIMITED STRICTLY TO THE REPAIR AS STATED ABOVE.

WE ARE NOT RESPONSIBLE FOR ANY INDIRECT OR CONSEQUENTIAL DAMAGES

INCLUDING DATA LOSS, LOSS OF PROFITS,

OR INCONVENIENCE CAUSED BY PRODUCT FAILURE.

NO OTHER WARRANTY, EXPRESS OR IMPLIED (INCLUDING FITNESS FOR A PARTICULAR PURPOSE  
OR MERCHANTABILITY), APPLIES BEYOND WHAT IS EXPRESSLY STATED HERE.

## **6. UPDATES TO POLICY**

GALAXY DIGITAL RESERVES THE RIGHT TO UPDATE OR MODIFY THESE WARRANTY TERMS

AT ANY TIME WITHOUT PRIOR NOTICE.

HOWEVER, ANY CHANGE WILL NOT AFFECT PRODUCTS ALREADY PURCHASED BEFORE THE UPDATE DATE.

## **7. LEGAL COMPLIANCE (INDIA)**

THIS WARRANTY IS OFFERED IN COMPLIANCE WITH THE CONSUMER PROTECTION ACT, 2019 (INDIA).

IT DOES NOT AFFECT YOUR STATUTORY RIGHTS UNDER INDIAN LAW.