
Thank you for your recent purchase. In an unlikely event that you have problems with your equipment, our technical support personnel are available to assist you. The terms and conditions of this limited warranty is set forth below – please review them carefully.

What the warranty covers:

Kneura is a Cybernetyx brand, all products marketed under its brand Kneura and sold by its authorised sellers are designed and manufactured by Cybernetyx here by referred as “The Manufacturer” and this limited warranty hereby referred as “The Warranty” covers all defects in material and workmanship of your new Tutor Plus hardware under normal use. The box consists of Tutor Plus main unit along with mounting arrangement, styli pen/s, cables, and power adapter hereby referred as “The Equipment”, unless mentioned separately.

If the equipment proves to be defective in material or workmanship during the warranty period, The Manufacturer will, at its sole option, repair or replace the same. Replacement product or parts may include remanufactured or refurbished parts or components.

How long the warranty is effective:

The Tutor Plus main unit is warranted for 1 year and the accessories (software distribution media, mounting arrangement, styli pen/s, cables, and power adapter) is warranted for 3 months RTB (Return To Base) for labor from the date of the first customer purchase.

Who the warranty protects:

This non-transferable limited warranty is provided to the original end user purchaser hereby referred as “The Purchaser” of the product.

Warranty Exclusions

The warranty will not apply to and The Manufacturer and its affiliates will not be liable for

- (i) Any equipment which is not purchased from an authorized Cybernetyx dealer or distributor;
- (ii) The equipment that has been damaged by accident, abuse, neglect, misuse or causes other than ordinary use (see manuals that ship with Equipment for further detail), including the direct application of any cleaning liquids, substances or abrasives to the hardware or onto any lens surface.
- (iii) Any Equipment which has been altered, changed, serviced or repaired by anyone other than The Manufacturer’s authorized repair personnel; or
- (iv) Any Equipment on which the serial number has been defaced, modified or removed.
- (v) Damage incurred in shipment to or from The Manufacturer.

- (vi) If the Equipment is received by the Purchaser in a damaged condition, the logistic carrier, the seller and the Manufacturer must be notified immediately.
- (vii) In case The Purchaser is located outside India, they should instead contact the seller and or local distributor /partner appointed by The Manufacturer in those regions.
- (viii) Any product on which the serial number has been defaced, modified or removed.
- (ix) Damage, deterioration, failure, or malfunction resulting from:
 - a. Accident, abuse, misuse, neglect, fire, water, lightning, or other acts of nature,
 - b. Improper maintenance, unauthorized product modification, or
 - c. Failure to follow instructions supplied with the product.
- (x) Normal wear and tear.
- (xi) Any other cause which does not relate to a product defect.

WARRANTY-CLAIM PROCEDURES

The Manufacturer's technical support personnel can help you make a Warranty claim on the product.

How to get service:

1. Visit customer support page www.kneura.com/support and raise RMA (Return Merchandise Authorization) request.
2. To obtain in warranty service, you will be required to provide (a) the original dated sales slip, (b) your name, (c) your address, (d) a description of the problem, and (e) the serial number of the product.
3. The purchaser will be allocated a ticket number for the request, which can be tracked online to check the status.
4. Customer support team will get in touch with in 24-48 hrs and help troubleshoot the issue remotely.
5. Once the replacement is authorized by support team, you will be issued RMA number.
6. The RMA number shall be clearly marked on the packaging the equipment being returned.
7. Ship the product freight prepaid in the original packaging to a manufacturer's authorized service center
8. For additional information or the name of the nearest service center, contact support desk on support@kneura.com.

Address:

Cybernetyx Technik Pvt. Ltd, C-98, Sector-65, Noida-201301, U.P, India

Website: www.kneura.com/tutorplus

Email: support@kneura.com

Phone: +91120 4218662/ WhatsApp +91 9212701161

Limitation of implied warranties:

THE WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, WHETHER EXPRESS, IMPLIED OR STATUTORY, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. ANY REPRESENTATION OR WARRANTY, OR AFFIRMATION OF FACT, MADE BY ANY SALES REPRESENTATIVE OR OTHER AGENT OF SMART,

INCLUDING BUT NOT LIMITED TO STATEMENTS REGARDING CAPACITY, SUITABILITY FOR USE OR PERFORMANCE, EXPRESS OR IMPLIED, WHICH IS NOT SPECIFICALLY SET FORTH HEREIN WILL NOT BE BINDING UPON THE EQUIPMENT.

The Manufacturer has not authorized any other party to alter, modify, extend, enhance or limit the warranty of the equipment and will not assume any responsibility or liability for any statements or representations made by any other persons or entities.

Repair or replace The Purchaser's exclusive remedy and The Manufacturer sole obligation during the Warranty Period shall be for The Manufacturer to repair or, at its option, replace the equipment that has failed or that has proven to be defective at no cost to the purchaser except for the one-way shipping cost of the equipment to a The Manufacturer's authorized service/distribution center.

Any charges associated with a rush-requested order, such as air express, are the responsibility of the purchaser.

All returned equipment that is replaced under the warranty shall become the property of The Manufacturer. Limitation of Damages the liability of The Manufacturer to the purchaser arising out of the purchase and supply of the equipment or its use, whether based upon Warranty, contract, tort (including, without limitation, negligence) or otherwise, shall not in any case exceed the original cost to the purchaser of the equipment, and upon expiration of the Warranty Period such liability will terminate

The Manufacturer or its affiliate shall not be liable, whether in contract or on any other basis, for any damages sustained by the Purchaser or any other person arising from or related to loss of use, failure or interruption in the operation of the product or the Equipment, delay in repair or replacement or for incidental, consequential, indirect or special damages or liabilities, loss of revenue, loss of business or other financial loss arising out of or in connection with the sale, lease, maintenance, use, performance failure or interruption of the equipment.

Exclusion of damages:

The Manufacturer or its affiliates liability is limited to the cost of repair or replacement of the product. The Manufacturer shall not be liable for:

1. Damage to other property caused by any defects in the product, damages based upon inconvenience, loss of use of the product, loss of time, loss of profits, loss of business opportunity, loss of goodwill, interference with business relationships, or other commercial loss, even if advised of the possibility of such damages.
2. Any other damages, whether incidental, consequential or otherwise.
3. Any claim against the customer by any other party.

Effect of local law:

This warranty gives you specific legal rights, and you may also have other rights which vary from local authority. Some local governances do not allow limitations on implied warranties and/or do not allow the exclusion of incidental or consequential damages, so the above limitations and exclusions may not apply to you.

