



LAPTOPPUB -AN ONLINE IT ELECTRONICS STORE

P.O.BOX 1102, ARUSHA,

TANZANIA MOBILE:

+255 758 830 604

EMAIL: laptoppub@organcomplex.co.tz

WEBSITE: <https://organcomplex.co.tz/laptoppub>

Warranty Certificate

For Brand-New & Refurbished Mobile Phones

Company Name: *Laptoppub – An Online IT Electronics Store*

Warranty Overview

Laptoppub is committed to providing high-quality **brand-new** and **refurbished** mobile phones. Every device undergoes rigorous inspection and testing to ensure functionality and reliability based on its classification.

This Limited Warranty protects the purchaser against manufacturer-related defects and operational failures that may occur under normal, non-accidental use.

Warranty Duration

1. Brand-New Mobile Phones

All brand-new phones purchased from Laptoppub include a **manufacturer-backed Limited Warranty** ranging from:

12 to 24 Months

depending on the brand and model.

The exact warranty duration will be specified on the receipt or product listing at the time of purchase.

2. Refurbished Mobile Phones

All refurbished mobile phones include a:

1-Month Limited Warranty

from the date of purchase.

Warranty Coverage

This warranty applies to both brand-new and refurbished devices and covers:

1. Internal Hardware Defects

Including:

- Processor (CPU) malfunctions
- RAM or internal storage faults
- Motherboard or internal circuit issues
- Camera module defects (non-impact related)
- Display malfunction (not caused by cracks or pressure)
- Battery malfunction (excluding normal wear)
- Speaker, microphone, and sensor failures
- Charging port or button defects

2. Software Functionality Issues

Such as:

- Operating system errors pre-installed by the manufacturer or Laptoppub
- Boot-loop or persistent system instability not caused by modification

3. General Operational Failures

Any defect preventing normal phone functions under proper use.

Warranty Exclusions

This warranty does **NOT** cover any accidental, intentional, or environmental damage. Exclusions include:

1. Accidental or Physical Damage

Such as:

- Cracked screens
- Broken back glass
- Frame dents or bending
- Water or liquid exposure
- Damage caused by dropping, pressure, or impact

- Burn marks or electrical overload damage

2. Human-Induced Damage

Including:

- SIM tray breakage due to force
- Damaged charging port from misuse
- Unauthorized repair attempts
- Rooting, flashing, or altering system software

3. Wear & Tear

Such as:

- Reduced battery capacity over time
- Cosmetic scratches
- Normal speaker volume reduction

4. Environmental Damage

Including:

- Fire, flood, lightning, or natural disasters
- Dust or corrosion due to poor storage conditions

5. Unauthorized Modifications

Such as:

- Installing unofficial firmware or ROMs
- Hardware changes not approved by manufacturer or Laptoppub

Warranty Terms & Conditions

- Warranty applies only to the **original purchaser** and is **non-transferable**.
- A valid **proof of purchase** (invoice/receipt) is required for all claims.
- All warranty repairs must be performed by Laptoppub-authorized technicians.
- If repair is not possible, the device will be replaced with the same or equivalent model of equal value.
- Devices must be inspected before approval of replacement or repair.
- Shipping or transportation costs may be the responsibility of the customer.

- Laptops is **not responsible for data loss**; customers should regularly back up their devices.
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Customer Responsibilities

- Use the device as instructed by the manufacturer.
 - Protect the device from drops, liquids, extreme temperatures, and force.
 - Avoid unauthorized repairs or modifications.
 - Back up personal data before submitting a device for service.
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Contact Information

For warranty services or support:

Phone: +255 758 830 604

Email: laptoppub@organcomplex.co.tz

Address: P.O. Box 1102, Arusha, Tanzania

Website: <https://organcomplex.co.tz/phones>

Warranty Activation

This warranty is automatically activated on the date of purchase.
Please retain your proof of purchase for any warranty claim.

Organ Complex Company Seal

