

Revent Warranty Policy

About the Warranty Policy:

1. Revent warranty policy helps you stay covered in case of defects in material, design and workmanship after purchase of the product. On selected products and in instances, six (06) or a twelve (12) months warranty will be provided for the eligible items purchased for all the buyers within UAE & GCC.
2. Warranty of the item begins from the product delivery date.
3. The address provided during the Warranty claim request will be registered as the pick up and delivery address for the claimed item. This cannot be modified.
4. Warranty repairs will be carried out by our authorized service centers or through the respective seller's warranty claim centers.
5. The original invoice is required to verify the serial number and validate the warranty period to benefit from the warranty services.
6. The warranty repair period is twenty-one (21) working days for the units covered under the warranty from the date of picking the product from the customer until dispatched. For other GCC countries it will take us 7 additional working days to provide the warranty
7. Not all products are covered by the warranty, always check the product listing to know if it includes warranty benefits.
8. Repair or replacement under the terms of this warranty does not provide the right to an extension or renewal of the warranty period. Warranty terms do not cover water damage & oxidation.
9. If your item can't be repaired but is still under the warranty, we will issue a replacement (from the same seller) or, if a replacement isn't available, you will be refunded in full.
10. To avail of warranty services if a defect occurs in your product within the valid warranty period, you can raise the request through your Revent account. Revent warranty team shall contact you within 24 hours for claim validation and troubleshooting followed by pictures of the product from all angles along with IMEI/Serial number.
11. The customer shall ensure that the item is packed in its original box or wrapped safely to avoid any damage during transit. If the packaging is not done safely which leads to damage, Revent will not be responsible for the same and the claimed item will be returned to the customer without servicing.

Service Policy:

1. Personal Data and information on devices are the responsibility of customers and customers are advised to make back-ups for their data, switch off FMI, remove lock/password prior to servicing the device.
2. The time required to obtain device information or customer approval is not included within the Turn Around Time (TAT) of the repair process.
3. By submitting your item for repair, you consent to us and the repairer using your contact details in this way only as required in connection with the repair service.
4. The customer confirms that all information provided during the warranty claim is correct.
5. It is advised that screen protectors be removed by the customer to serve the device.
6. The warranty will not be covered under the below conditions:

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- i. if a repair has been attempted by any service center not authorized by the product seller;
- ii. physical damage i.e. product presenting clear signs of damage like broken screens, heavy dents, bent products, beyond the condition in which customer bought the product, that can prevent a product from functioning properly; liquid damage i.e. any situation involving the submersion or splashing of an electronic device in any liquid/or when water indicator (if any inside the device) changes color;
- iii. original software alteration or modification (e.g. “root” for Android devices or “jailbreak” for Apple devices);
- iv. if there has been use of accessories other than what was provided by the seller of the product or recommended by the brand for the purchased product;
- v. if the serial number is removed from the product;
- vi. for maintenance and periodic checks of purchased products;
- vii. for replacement of consumables (e.g. batteries, light bulbs, fuses, headphones or printer ink);
- viii. where there has been abuse or misuse of the product e.g. by not using it for its intended purpose or not in accordance with manufacturer’s instructions on usage and maintenance;
- ix. where there has been damage of a product’s battery caused by overcharging, or where charged by chargers other than those approved by manufacturer or provided by the seller with the product; and
- x. if any of the seals on the battery enclosure or cells are broken or show evidence of tampering.

Free Pickup and Delivery Policy:

1. All the items covered by warranty are free shipping.

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2. Revent is not responsible for any damages that occur during the shipping to our warehouse, please make sure the item is packed in its original box or wrapped safely.
3. The customer must provide the corresponding accessories and product to the courier company during the pickup (it includes battery, data cable, charger).

You may contact us through email at care@revent.store