Technode

Repair & Replacement Policy

Date of Issue: 9th October 2023

At Technode, we are committed to ensuring the quality and durability of our products. We understand the critical role our devices play in your operations and provide a structured Repair & Replacement process as outlined below:

- Devices must be shipped to our official factory address: Technode IoT Solutions, Shop No.1, Mittal Enclave, Naigaon East, Vasai, Maharashtra 401208.
- Our expert team will inspect the device thoroughly upon receipt.
- If a major firmware or hardware issue is found and the device is still under warranty, we will replace the device free of cost.
- If the device is out of warranty, or the issue is minor, we will proceed with repairs only.
- No refunds or temporary replacement units will be provided under any circumstances.
- Devices must be returned in their original packaging wherever possible.
- Customers are advised to backup any data or configuration before shipping.
- Repair turnaround time is typically 5-7 business days depending on the complexity of the issue.
- Customers will be notified via email and SMS upon receipt and after inspection.
- Devices found with signs of physical damage or liquid ingress may be excluded from warranty.
- Shipping costs for sending the device to our center are borne by the customer; return shipping is free if under warranty.
- Our team reserves the right to decide whether a unit should be repaired or replaced.
- All repaired devices come with a 3-month service warranty unless otherwise stated.
- Devices that are not collected within 60 days post-repair will be considered forfeited.

For any support related to repairs, please contact us at info@technode.co.in or call us at +91 8208087079.

Signature