

### Warranty Coverage:

This device is covered under a **12-month limited warranty** from the date of purchase.

### What's Covered

This warranty mirrors the coverage you'd typically get from a standard manufacturer warranty, if not available. That includes:

- **Hardware defects** due to faulty materials or workmanship
- **Non-functional buttons or ports**
- **Battery issues** (if not caused by misuse)
- **Screen/display failures** not caused by physical damage

### What's Not Covered

This warranty does **not** cover:

- Accidental damage (drops, cracks, water exposure)
- Damage from misuse or improper storage
- Normal wear and tear (like scratches or cosmetic blemishes)
- Software issues, viruses, or malware
- Unauthorized repairs or modifications
- Lost or stolen devices

---

### How to File a Claim

1. Send an email to [help@mywarranty.claims](mailto:help@mywarranty.claims) with your WOOT order number, serial/imei number of the device, the issue you are having.
2. Our team will respond within 24–48 hours with next steps.
3. If approved, we'll provide instructions for repair or replacement.

---

### Returns & Replacements

If your claim is approved:

- We may provide a **replacement device**, a **repair**, or a **refund**, depending on the situation.
- Devices must be returned in their original condition (aside from the reported issue).
- Shipping costs may apply in some cases.