



TCL COMMUNICATIONS LTD EXPRESS LIMITED WARRANTY

Alcatel, a trademark of Alcatel-Lucent and licensed by TCL Communications Ltd. ("TCL"), warrants to the original retail purchaser of this Product that if the Product or part thereof during normal consumer usage and condition is found to be defective in material or workmanship resulting in Product failure within the Warranty Period, such defect(s) will be repaired or replaced (with new or rebuilt parts) at TCL's option without charge for parts or labor directly related to the defect(s). Cosmetic refurbishment of typical wear and tear is not covered by this Limited Warranty.

The Warranty Period begins on the date of purchase by the first consumer purchaser and continues for the period specified below, according to the Product type:

- Device (phone, tablet, modem, etc...) 12 Months
- Batteries, chargers and cables (data and power) 12 Months
- Virtual Reality (VR) Goggles 6 Months
- Other non-powered accessories, cases and covers 90 Days

TCL disclaims any other expressed or implied warranty for its Products.

This LIMITED WARRANTY will be voided if any of the following conditions occur:

- Non-compliance with the instructions for use or installation, or with technical and safety standards applicable in the geographical area where your Product is used;
- Connection of the Product to any equipment not supplied or not recommended by TCL;
- Non-compliance with the instructions for use or installation, or with technical and safety standards applicable in the geographical area where your Product is used;
- Modification or repair not explicitly authorized by TCL or its affiliates;
- Modification of the device operating system, especially "rooting";
- Acts of god such as inclement weather, lightning, power surges, fire, humidity, infiltration of liquids or foods, chemical products, download of files, crash, high voltage, corrosion, oxidation;
- Removal or altering of the Product's event (LDI, tamper), SN/ESN/MEID/IMEI labels or markings;
- Damage from exposure to liquids, moisture, humidity, excessive temperatures or extreme environmental conditions, sand, excessive dust or conditions outside the operating guidelines;
- Damage as result of physical abuse regardless of cause.

There are no expressed warranties, whether written, oral or implied, other than this printed Limited Warranty or the mandatory warranty required by the purchaser's jurisdiction. In no event shall TCL or any of its affiliates be liable for incidental or consequential damages of any nature whatsoever, including but not limited to commercial loss, to the full extent those damages can be disclaimed by law. Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitation of the duration of implied warranties, so the preceding limitations or exclusions may not apply in those states.

For warranty support, please contact Alcatel Customer Service Support:

Alcatel Customer Support: 1-855-368-0829

Customer Service Hours: Mon-Fri: 8am-8pm CST, Sat: 9am-4pm CST