



Dear Valued Customer ,

Congratulations on your new NXI Purchase!

Before you use the device for the first time it is mandatory to charge it for 4-5 hours before Booting. Please read the enclosed warranty terms & User manual instructions carefully before using the device .

12 Months Warranty on your new product

NXI FAB Series Tablet PC & X Book Laptop Warranty Terms & Conditions -

- 1, From the day of purchase , Customers will be provided with an one-year warranty with free repairs.
- 2, To avail the Warranty, the customer must produce the authorized Purchase bill & provide details of the product serial number and the nature of faults with the Warranty Card duly filled and signed by the Customer .
3. Adapter & battery are covered under a 6 months performance Warranty .
4. Warranty does not cover the replacement of the product & Company will repair/replace the faulty parts to make the unit functional .
5. The nature of warranty as provided by the Company for 12months is a Return-to-bench (RTB) and for On-site Warranty or Extended Warranty Pack customers need to contact or mail the Company .

Clauses for Non-Warranty

Within the warranty period, the following circumstance or nature of fault are not in the category of free maintenance and repairs & thus are chargeable as per Company's service manual :

- Failure and damage caused by self dismantling of the product
- Failure caused during transportation, by misusing or by knockings
- Failure resulted from the lack of reasonable maintenance
- Damage resulted from natural cause or force majeure such as rain, fire, flood , and earthquakes
- Failure resulted from operating not following the instructions in manual;
- Products has been damaged, scratched, disassembled by user
- Shipment without Warranty Card and RMA number (your detail contact information ,problem descriptions must be shown on the Card)
- Failure and damage caused by unsafe software or virus.
- Customer removes, mutilates or tampers the serial number sticker on the product

6. Any need for change of component during the repair/maintenance process after the warranty period will be charged for the cost of the components and its related materials with no labor charge.

7. We will bear both sides shipping cost within 15days of purchase . After this period , one way freight is to be charged from buyer for sending the defective items to us.

◆ Procedures

Step 1 - Contact NXI ASP for a Return Authorization (RMA) number

Before you send any product back to any NXI ASP or service centers , Customers should ensure that the RMA goods were supplied by NXI's authorized vendors and are still under warranty, then secure a RMA Form. Customers should complete the RMA form and send it to the nearest service center of the Company (for more information on your nearest Service center please visit www.nxiindia.com or send a request mail to nxicare@live.com .

A RMA number will be assigned to the customer within 48 hours upon receipt of the RMA form.

Step 2 - Packaging your product for return

Before you send the goods, we will give our Address to you , you should send the goods to our appointed Address. When you send the goods, please just send the main part. We don't need the accessories; just make sure the RMA Form & Proof of Purchase will come with the goods.

Step 3 - Approval for Repair

After preliminary inspection of the returned RMA, we would send out confirmation of receipt to customers within 2 days and advise customers whether the RMA goods can be covered by warranty or not.

*The period for repair is normally one week. If a longer period for repair is required, we would inform customers in advance and offer other feasible solutions such as replacement.

*The goods will be returned to customers once repair is completed and we will be responsible for this freight charge if the RMA is covered by warranty.

If you are not satisfied even after the above process is followed or you have any grievance then please call the number below or mail to Support@nxiindia.com

Call Center : 0091-95606 92419

E-mail: support@nxiindia.com

Web: www.nxiindia.com

Working Time: 10:00---1:00 PM / 14:00---18:00 PM (SATURDAY : 10:00AM --- 4:00 PM)

Customer Satisfaction is Our Priority