



BRAVE

**WARRANTY
POLICY**

Warranty & Service Policy

Company: Navabrava Technologies Pvt. Ltd.

1. Warranty Overview

This warranty ("Warranty") is provided by **Navabrava Technologies Pvt. Ltd.** to the purchaser ("You") of Brave Devices (Tablet/Pad) purchased from authorized sellers or the official Brave website.

- To avail the Warranty, the product should be **registered within 20 days of purchase**.
- The warranty period is for **12 months** from the date of purchase with a valid invoice.
- The warranty covers any **manufacturing defects** and issues arising from **faulty workmanship** under normal usage conditions.

2. Warranty Coverage

- Brave Devices (Tablet/Pad), internal batteries, and in-box (charger, cable, keyboard and Stylus) accessories are covered.
- Free repair or replacement of defective parts or units during the warranty period.
- Accessories will be directly replaced by brand within warranty period.

Product	Warranty Period
Device (Tablet/Pad)	12 months
Accessories	12 months

3. Warranty Claim Process

- Contact **Brave Care** via WhatsApp, email, or phone.

- **Provide the following information**

- Device (Tablet/Pad) model and serial number.

Path 1: Settings → System → About Device (Tablet/Pad) → *Model / Serial Number*

Path 2: Settings → System → About Device (Tablet/Pad) → Status → *Serial Number*

Path 3: Check the **Device (Tablet/Pad) back side for the sticker or on the product box**

- Original purchase invoice.
- Complete Address and pin-code.
- Detailed description of the issue.

Service Options:

1. **Onsite Service:** For eligible pin codes, a Brave technician may visit your location for minor repairs where eligible. If parts need replacement, the Device (Tablet/Pad) or accessories (Defective Unit) may be collected and returned after services. **Click here to raise a request on WhatsApp**
2. **Carry-in Service:** Submit the Device (Tablet/Pad) with the accessories and box at the nearest authorized service centre. The warranty does not cover the cost of transportation of the system from place of installation to the Service Centre.

The company will, at its sole discretion, repair or replace the faulty product or any defective parts covered under the warranty.

4. Warranty Void Conditions

The warranty will be void if:

- Device (Tablet/Pad) is not purchased from an authorized Brave dealer.
- The Device (Tablet/Pad) or accessories is physically or water damaged.
- The Device (Tablet/Pad) or accessories is modified, repaired, or maintained by an unauthorized party.
- Used in ways not recommended by Brave. Defects caused by improper use, as determined by the Authorized Service Centre / Company personnel.
- Warranty does not cover if the Device (Tablet/Pad) is rooted by the user.
- The company recommended charging volts is 3.85V.
- If the Device (Tablet/Pad) becomes dirty or damaged due to contact with chemical agents, water, sharp objects, improper handling.
- Serial number, warranty card, or stickers have been removed or tampered with.
- Non-Brave-certified components (e.g., battery, memory) are added internally.
- Damage caused by household pets, rats, cockroaches, or insects.
- Warranty does not cover battery damage from short-circuiting, broken seals, tampering, or use in unauthorized Devices (Tablet/Pad).

5. Out-of-Warranty (OOW) Service

- Devices (Tablet/Pad) beyond the warranty period may be repaired at **customer expense** only at authorized service centres. (<https://brave.tech/support>)
- The service centre will provide an upfront quote for parts and labour (if repairable).
- Pick-up, drop, or onsite services may incur additional charges.
- Only original or Brave-approved parts will be used.
- OOW service **does not extend the original warranty**, though repaired parts may carry a limited service warranty as specified by the service centre.

6. Warranty Exclusions

The following are not covered:

- Cosmetic damage (plastic parts, chassis, hinges).
- Screen damage (internal, external, or liquid).
- Keyboard key tops.
- Motherboard, keyboard, or other components damaged due to liquid, food, or water spillage.
- Damage from natural calamities, civil disturbances, or riots.
- Theft, burglary, or loss.
- Normal wear and tear of consumable/expendable parts.
- Non-factory installed software or viruses.

7. Limitation of Liability

- Except for this warranty, **Brave disclaims all other warranties**, express or implied, including merchantability or fitness for a particular purpose.
- Brave will **not be liable** for incidental, special, or consequential damages, including loss of data, business, or profits.
- **Warranty services (repair or replacement)** will be provided **only in the country where the product was originally purchased**.
- Repair or replacement of defective parts or accessories is the **sole and exclusive remedy** under this.

8. DOA (Dead on Arrival) Policy

- The Device (Tablet/Pad) is considered **DOA** if it fails to power on within **7 days of the original purchase date**.
- Must present **original invoice, packaging, and accessories**.
- Replacement will be made with a **new or equivalent unit**. Refunds are not provided.

9. Customer Support

(Monday – Saturday, 10:00 AM – 7:00 PM)

- **Website:** <https://brave.tech/>
- **WhatsApp:** [+91-7259547831](https://wa.me/917259547831)
- **Customer Care:** +91-7259547831
- **Email:** support@navabrava.com