

# Warranty

What does this Warranty cover?

**Practimom Inc. (“Mapp”)** warrants to the dokiWatch (“Device”) that the hardware is free from defects in materials and workmanship under normal use and service for the duration of the Limited Warranty period **aligned and according to the warrant of Doki Technologies Limited (“Doki”)**.

This warranty is valid only for customers purchasing from our website (**[www.mapp.com.ph](http://www.mapp.com.ph)**) (“Site”). Customers who purchased the Device from other retailers should contact the respective retailer for their warranty policy.

How long does the coverage last?

The warranty coverage lasts for a period of **6 months** from the original date of purchase from the Site. This warranty is only available to the original purchaser of the Device. **MApp** reserves the right to require proof of purchase for service under this warranty.

What will Doki Technologies do in the event of a Warranty Claim?

**If we confirm that Device is covered by the warranty, we will replace the Device with a new or refurbished Device at no charge to the customer. Replacement period of the device will depend on the assessment of Doki Technologies Limited on its claim and approval. Customer will be updated and informed accordingly.**

**Assessment of defectiveness shall be according to the conditions of Doki Technologies Limited stated below:**

**(Source: [www.doki.com/warranty](http://www.doki.com/warranty))**

What is a defective Device?

A defective Device is a product that despite a firmware update and reformatting, has a defect rendering it unfit for the use for which it is intended.

What does this Warranty not cover?

Doki does not guarantee the operation of the Device with non-compatible software.

Doki only guarantees the Device against defects resulting from normal use and therefore the warranty does not apply to:

- 1 Device with cosmetic damage (ex. dent, crack, scratch etc.) and/or traces of moisture/corrosion and/or spillage of food/liquids/ or water damage.
- 2 Device having undergone improper testing, operation, demonstration, maintenance, installation, adjustment or any alteration or modification of any kind
- 3 Software, interfaces, connectors, storage media, parts, or equipment that are not provided or approved by Doki
- 4 Device that has been operated with incorrect or irregular supply voltage
- 5 Any use of the Device outside of its specifications

The following are expressly excluded from this warranty: Battery, USB charger, and LCD screen

The Device is equipped with a battery whose number of charging cycles is limited. Thus, the battery life will gradually decrease. Doki does not guarantee any specific battery life, as it is contingent on variables that Doki cannot control such as the frequency of charge/discharge cycles.

Doki does not guarantee the improper use of the USB charger with non-compliant power sources rendering the charge time and efficiency to vary.

Doki does not guarantee the LCD screen of the Device against accidental or non- accidental damages such as crack, scratch, moisture, etc.

Doki reserves the right to reject any parcel with packaging defects. An improper packaging can be the cause of damages to the Device to which Doki cannot be held responsible.

How can I get Warranty service?

In order to be eligible for service under this warranty, you must do the following:

If the Device purchased from the Site is found to be defective, please see the warranty terms above and ensure that the alleged defect is covered by the warranty. If it does and you wish to make a claim under the Limited Warranty (a “Warranty Claim”), please follow the instructions below:

- 1 To make a valid Warranty Claim, you must send an email to **shop@mapp.com.ph** with your name, email address used for the purchase, the **purchase number**, proof of payment **and/or sales invoice**, and product diagnostic showing that the Device is defective.
- 2 The customer shall bear the costs for the shipment to **MApp** and must provide a tracking number to **shop@mapp.com.ph** once the parcel is shipped. The shipping fees will not be refunded in any case. **This also applies when Device shall be sent to Doki’s main office, if needed.**
- 3 Upon receiving the Device, **MApp** will examine the Device and determine whether the Warranty Claim is justified.
- 4 The customer will be responsible to backup any data, software, or other materials you may have stored or preserved on the Device.
- 5 It is likely that such data, software, or other materials will be lost or reformatted during service, and **MApp** will not be responsible for any such damage or loss.
- 6 **If device is proven under warranty, MApp will replace the Device with a new or refurbished Device at no charge to the customer. Replacement period has no definite time, but customer will be updated accordingly.**
- 8 Customers are solely responsible for any duties, import taxes and brokerage fees imputable to the repaired merchandise.

Additional terms and conditions:

- Returned Device must be in good physical condition (not physically broken or damaged).
- All accessories originally included with your purchase must be included with your return.

- Returned Device must be sent in either its original packaging or packaging providing an equal degree of protection.
- Customers are responsible for shipping charges and shall assume all risk of loss or damage to the Device while in transit to **MApp and Doki**. We recommend that you use a tracking service for your protection.
- If you return your Device to MApp (a) without proof of purchase or (b) without all parts included in the original package, Doki retains the right to either refuse delivery of such return or charge you for the missing parts and/or accessories.