

OLA TECH | LIMITED HARDWARE WARRANTY POLICY

Version: 2026.03.HK

1. THE PARTIES This Limited Warranty is a commercial guarantee provided by **Prime Union Industrial Limited** ("the Warrantor"), acting as the authorized operator of the Ola Tech e-commerce platform. This warranty is independent of any manufacturer's warranty and is the sole and exclusive warranty provided by the Warrantor.

2. WARRANTY PERIOD The warranty period is ninety (90) days, commencing from the date the device is confirmed as "Delivered" by the shipping carrier (the "Warranty Period").

3. SCOPE OF COVERAGE This warranty covers inherent hardware defects and functional failures under normal use conditions. Coverage includes:

- **Internal Components:** Motherboard, CPU, and integrated circuits.
- **Hardware Interface:** Display assembly (excluding cracks), physical buttons, and charging ports.
- **Battery Performance:** Replacement is granted only if the battery capacity falls below 80% of its original manufacturer specification during the Warranty Period.

4. EXCLUSIONS (WHAT IS NOT COVERED) This warranty is strictly limited to hardware. It does not cover:

- **Software:** Operating system failures, third-party applications, or firmware "bricks" caused by user-initiated updates or modifications.
- **Accidental Damage:** Any damage resulting from drops, impact, pressure, or "bending" of the chassis.
- **Liquid Exposure:** Any evidence of moisture ingress or liquid damage, regardless of the device's original IP rating.
- **Unauthorized Access:** Any device that has been opened, serviced, or modified by any party other than the Ola Tech Service Center.
- **Data Loss: Data recovery is not covered.** The Warrantor is not liable for any loss of data, photos, or settings during the repair process. Customers are solely responsible for backing up their data.

5. SOLE AND EXCLUSIVE REMEDY In the event of a covered defect, the Warrantor will, at its sole discretion:

1. **Repair** the device using new or refurbished parts equivalent to new in performance.
2. **Replace** the device with an equivalent model of the same cosmetic grade. **Cash refunds are not provided under this Limited Warranty.**

6. LIMITATION OF LIABILITY To the maximum extent permitted by Hong Kong law, the Warrantor's total liability shall not exceed the original purchase price of the device. The Warrantor is not liable for indirect, incidental, or consequential damages (including loss of profits or business interruption).

7. GOVERNING LAW This Policy is governed by the laws of the **Hong Kong Special Administrative Region**. Any disputes shall be subject to the exclusive jurisdiction of the Hong Kong courts.