LIMITED B2B WARRANTY

12-Month Warranty Policy

WHOLESALE DEVICE PROTECTION | HOUSTON • DUBAI

A+ & A GRADE ONLY	12 MONTHS	REPAIR-FIRST

ELIGIBILITY	**Original invoiced wholesale buyer**
BATTERY COVERAGE	**Verified failures: first 90 days**
CLAIM CHANNEL	**Official T.Tech WhatsApp Business**
REMEDY PRIORITY	**Repair → Replacement → Account credit**

01 | Provider & eligible buyer

T.Tech Global LLC (“T.Tech”) provides this limited commercial warranty only to the original wholesale purchaser named on the T.Tech invoice (“Buyer”). It is included in the approved selling price for eligible A+ Grade and A Grade devices. AB Grade and lower grades are excluded unless expressly covered in separate written terms. The warranty is not transferable. After resale, the original Buyer may submit eligible claims, but retail end users have no direct claim against T.Tech under this policy.

02 | Term & eligible defects

Coverage runs for 12 months from the original wholesale invoice date. Eligible claims concern verified functional hardware defects occurring during normal intended use. Any repaired or replacement device retains only the unexpired portion of the original warranty; coverage does not restart. All claims are subject to device identification, diagnostics, and inspection.

03 | Battery protection

Verified battery failures are covered only during the first 90 calendar days from the original wholesale invoice date. Gradual battery-health decline, normal capacity loss, and ordinary battery wear are excluded. Battery failures arising after day 90 are not covered unless T.Tech expressly approves an exception in writing.

04 | Exclusions

Coverage excludes accidental or impact damage; cracked glass or screens; bent frames; liquid or corrosion damage; misuse; ordinary cosmetic wear; normal battery degradation; pre-disclosed defects unless separately covered; and defects caused by unauthorized repairs or modifications. Software/account issues, iCloud/Activation Lock, MDM restrictions, carrier locks, and blacklist or financing restrictions arising after sale are excluded unless T.Tech expressly assumed responsibility in the applicable written sale terms. A prior resale alone does not invalidate an otherwise eligible claim.

05 | WhatsApp claim intake & RMA

The original Buyer must initiate a claim through T.Tech's official WhatsApp Business conversation and provide the original invoice number, device IMEI, a description of the defect, and relevant photos or videos if available. T.Tech verifies eligibility and issues a Return Merchandise Authorization (RMA) with written return instructions. Do not ship a device without an approved RMA. The returned IMEI must match the applicable sales and claim records.

06 | Arrival before expiration

To qualify for standard warranty service, the returned device must physically arrive at T.Tech's designated Houston receiving location before the applicable warranty expiration date. Opening a claim, receiving an RMA, or dispatching a shipment before expiration does not itself extend coverage. The Buyer should allow time for RMA authorization and transit. Exceptions, including delays attributable to T.Tech's own authorization process, require express written approval.

07 | Inspection & repair targets

T.Tech targets initial inspection within 3 business days after confirmed physical receipt in Houston. For approved warranty repairs, the standard target is 5–7 business days after inspection and approval. These are service targets, not guaranteed deadlines. Complex diagnostics, motherboard work, parts availability, and transfers between facilities may extend turnaround. Shipping/transit time is additional.

1 INSPECT	2 REPAIR	3 REPLACE	4 CREDIT
Verify defect	First remedy	If not repairable	If no replacement

08 | Resolution order

For an approved covered defect, T.Tech first attempts a technically and economically practical repair. If repair is impractical, T.Tech prioritizes a replacement of the same model, storage, and grade, subject to availability; an equivalent device may be offered with Buyer approval. If no suitable repair or replacement is available, T.Tech may issue non-cash account credit for future purchases based on the current approved wholesale market value of the same model, storage, and grade on the claim-approval date, capped at the original invoiced unit price. T.Tech verifies valuation and authorizes all remedies.

09 | Shipping responsibilities

The Buyer pays shipping of warranty-return devices to the designated Houston receiving location. Following an approved warranty repair, T.Tech pays standard return shipping to the original Buyer at the approved return destination. If a claim is rejected, T.Tech also pays standard return shipping for the unrepaired device. Expedited or international shipping arrangements require advance written approval.

10 | Rejected claims

If inspection finds an excluded condition or an ineligible claim, T.Tech will document the reason and provide available diagnostic findings or photographs. The Buyer may request a separately quoted paid repair or choose return without repair. No paid repair proceeds without Buyer authorization. The original inbound shipping remains the Buyer’s responsibility.

11 | Device preparation & data

Before return, the Buyer should back up and remove personal data, sign out of accounts, and disable security locks where lawful and feasible. The Buyer is responsible for obtaining any necessary permissions from its own customers. T.Tech does not undertake to bypass account locks or access personal data without authorization. The Buyer should package devices safely and follow the approved RMA instructions.

12 | Approval & controlling terms

Warranty claims, RMA numbers, repairs, replacement devices, account credits, and exceptions require confirmation by authorized T.Tech personnel. AI or automated WhatsApp messages do not independently authorize a claim or change these terms. Specific written terms accepted for an individual wholesale transaction take precedence where they expressly vary this policy. All remedies and limitations apply subject to mandatory governing law.

CLAIMS & SUPPORT

Official T.Tech Global WhatsApp Business conversation
Houston receiving location and return instructions are provided after RMA authorization.

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