

TERMS AND CONDITIONS OF TUNOVA PRODUCT WARRANTY

These warranty terms and conditions govern the rights and obligations between TUNOVA and the Buyer/Consumer in relation to the warranty provided for TUNOVA products. By purchasing and/or using TUNOVA products, the Buyer/Consumer is deemed to have read, understood, and agreed to all warranty terms set forth below.

1. TUNOVA provides an official 2 (two)-year warranty for selected products, effective from the date the product is received by the Buyer/Consumer, as evidenced by a valid proof of purchase.
2. The warranty applies only to products purchased through TUNOVA's official channels, including the official website, official stores, or authorized partners appointed by TUNOVA.
3. The warranty provided by TUNOVA does not include refunds in any form.
4. The TUNOVA warranty covers:
 - Functional failures caused by manufacturing defects or material defects.
 - Products that do not function properly under normal use in accordance with the usage instructions.
5. Approved warranty claims will be fulfilled in the form of product replacement.
6. Product replacement is limited to a maximum of one (1) time during the warranty period.
7. Upon completion of the product replacement, the warranty claim shall be deemed fully resolved.
8. This warranty shall not apply in the event of:
 - Damage caused by misuse, negligence, or use not in accordance with the instructions.
 - Damage caused by impact, dropping, excessive pressure, liquids, fire, or force majeure events.
 - Normal wear and tear resulting from regular use.
 - Products that have been modified, disassembled, or repaired by parties other than TUNOVA or its authorized service providers.
 - Products with damaged, altered, or unidentifiable serial numbers or product identification.
9. To submit a warranty claim, the Buyer/Consumer is required to:
 - Contact TUNOVA Customer Service.
 - Provide valid proof of purchase.
 - Provide an unboxing video recorded at the time the package was first opened as a mandatory requirement for warranty claims.
 - Provide photos and/or videos showing the defective condition of the product.
 - Ship the product to the address designated by TUNOVA after the claim has been approved.
10. Warranty claims will not be processed if the unboxing video is not provided.
11. Shipping costs related to the warranty claim process shall be determined based on the claim evaluation and TUNOVA's policy.

12. TUNOVA shall not be responsible for any damage to or loss of the product during shipping that does not comply with the instructions provided by TUNOVA.
13. The TUNOVA warranty is limited to product replacement only and does not include refunds.
14. TUNOVA shall not be liable for any indirect losses, data loss, or damage to other devices arising from the use of the product.
15. TUNOVA reserves the right to add, amend, or update these Warranty Terms and Conditions at any time without prior notice.
16. By using TUNOVA products, the Buyer/Consumer is deemed to have read, understood, and agreed to all of these Warranty Terms and Conditions.
17. All decisions made by TUNOVA are final and binding.

For warranty information and claims, please contact TUNOVA Customer Service at +62 813-200-5320.