VITURE Business Product Limited Warranty

VITURE After-Sales Service and Warranty Policy for business customers
Source: VITURE After-Sales Service and Warranty Policy and VITURE Warranty and Return Disclaimer (viture.gorgias.help/en-US/warranty-and-return-disclaimer-2401033)

PLEASE READ THIS LIMITED WARRANTY CAREFULLY TO UNDERSTAND YOUR RIGHTS AND OBLIGATIONS. THIS WARRANTY APPLIES TO VITURE PRODUCTS PURCHASED THROUGH VITURE'S OFFICIAL STORE OR AUTHORISED CHANNELS.

This document sets out the standard warranty and after-sales support for VITURE XR Glasses, Neckbands and accessories (each a "Product") purchased by a business, organisation or other entity (the "Business Customer") through VITURE's official store or an authorised VITURE channel.

Business Use and Eligibility

VITURE only provides warranty service for Products bought from its official store or authorised channels. VITURE does not provide warranty, return or exchange services for Products bought through third party platforms or individual resellers, and cannot give any support or claims assistance for Products bought from an unauthorised seller or secondhand.

A valid warranty card and proof of purchase are required, and the information on the warranty card must match the Product.

Coverage of This Warranty

VITURE warrants the Product against defects and malfunctions resulting from materials and manufacture under normal use. After evaluation, VITURE will provide a repair or, where applicable, a replacement. For warranty replacements, the defective Product must first be returned and inspected, and a replacement is arranged only after the returned unit has been confirmed as defective.

Warranty Period

VITURE XR Glasses, Neckbands and accessories are covered by a 365 day warranty, beginning on the date of receipt.

Dead on Arrival (DOA)

A Product is considered Dead on Arrival if it fails to work properly on first use or within seven (7) calendar days of receipt under normal operating conditions. DOA issues must be reported within 7 days of purchase or delivery. The issue is verified against VITURE's DOA criteria, and approved cases are exchanged or handled under the applicable return procedure. Products showing accidental damage, misuse, liquid exposure, or missing accessories or packaging may not qualify, and final DOA approval is subject to verification.

Not Covered by This Warranty

This warranty does not cover loss, theft, or damage caused by drops, exposure to liquids, or other misuse or mishandling. The Product is also treated as out of warranty if:

- The warranty period has expired
- The Product was damaged by improper use, maintenance or storage, or by failure to follow the instructions in the product manual
- The damage was caused by repairs made by a repair centre not authorised by VITURE
- The warranty card or proof of purchase is invalid
- The damage was caused by unauthorised accessories or pirated software

- The warranty card is damaged or modified
- The information on the warranty card does not match the Product
- The damage was caused by malware during use
- The damage was caused by force majeure

Out of Warranty Service

Products outside the warranty period can still be submitted for service, and paid repair may be available. A repair quotation must be approved before any repair work begins.

Important Notes

All after-sales services are subject to product inspection and verification. Service timelines may vary depending on product availability and logistics.

Compiled from the VITURE After-Sales Service and Warranty Policy and VITURE Warranty and Return Disclaimer (viture.gorgias.help/en-US/warranty-and-return-disclaimer-2401033). Refer to the source documents for the authoritative terms.