

# DEVICE WARRANTY POLICY

This Device Warranty Policy (herein referred to as "Warranty Policy") outlines the terms and conditions under which Nu Skin India Private Limited provides warranty coverage for its devices. We are committed to providing high-quality devices and customer satisfaction.

## 1. Warranty Period

Nu Skin India Private Limited warrants that all devices shall be free from defects in material and workmanship for a period of one (1) year from the original date of purchase. A valid proof of purchase (e.g., sales receipt, order confirmation) shall be required to establish the purchase date.

## 2. Coverage

This warranty cover defects in materials used to manufacture the device. During the warranty period, if a defect covered by this warranty arises, Nu Skin India Private Limited will, at its sole discretion, either:

- Replace the defective part of the device with a new or equivalent device functionality. ([Refer to Nu Skin Device Replacement Policy](#))[AV1]
- Issue a refund for the purchase price of the device.

## 3. Exclusions from Warranty Coverage

This warranty does **not** cover:

- Damage caused by accident, abuse, misuse, neglect, improper installation, or operation not in accordance with the device's instruction manual.
- Damage caused by unauthorized modifications, repairs, or alterations performed by anyone other than Nu Skin India Private Limited or its authorized service providers.
- Normal wear and tear, including but not limited to cosmetic damage such as scratches, dents or discoloration that does not affect the functionality of the device.
- Damage caused by external causes such as power surges, lightning, fire, water or other natural disasters.
- Damage caused using non-approved accessories or devices not recommended by Nu Skin India Private Limited.
- Device with altered or removed serial numbers.

## 4. How to Make a Warranty Claim

To make a warranty claim, please follow these steps:

1. **Contact Customer Support:** Before returning any device, please contact our customer support team at +91 120-7127177 or [indiasupport@nuskin.com](mailto:indiasupport@nuskin.com). [AV2]
2. **Provide Proof of Purchase:** Be prepared to provide a copy of your original sales receipt, order confirmation, or other valid proof of purchase.
3. **Describe the Defect:** Clearly describe the issue you are experiencing with the device. Providing photos or videos can be helpful.
4. **Follow Instructions:** Our customer support team will guide you through the next steps, which may include troubleshooting, return authorization, and shipping instructions.

**In the event the product is determined to be defective, Nu Skin India shall arrange for collection of the device from the customer's location, and the costs associated with the replacement of such defective product shall be borne by Nu Skin India.**

#### **5. Limitation of Liability**

Except as provided in this warranty and to the maximum extent permitted by law, Nu Skin India Private Limited is not responsible for direct, special, incidental, or consequential damages resulting from any breach of warranty or condition, or under any other legal theory, including but not limited to loss of use, loss of revenue, loss of actual or anticipated profits (including loss of profits on contracts), loss of the use of money, loss of anticipated savings, loss of business, loss of opportunity, loss of goodwill, loss of reputation, or any indirect or consequential loss or damage howsoever caused.

#### **6. Governing Law**

This warranty policy shall be governed by and construed in accordance with the laws of India, without regard to its conflict of law principles.

#### **7. Contact Information**

For any questions regarding this warranty policy or to make a claim, please contact below at:

#### **Nu Skin India Private Limited**

Website: - <https://www.nuskin.com/in/en/>

Email: - [indiasupport@nuskin.com](mailto:indiasupport@nuskin.com)

[AV1]Add link of policy

[AV2]Add email and phone no.