

Website Version

Terms & conditions:

1. Besta Mart warrants this product against any manufacturing defects for a period of 12 months of Warranty Period from the date of purchase.
2. Besta Mart product's warranty is covered only in the country of purchase, which also means, if you purchase from Malaysia, the warranty is only covered in Malaysia but not outside Malaysia (such as China, Singapore, Taiwan, etc..)! All Besta products do not carry international warranty.
3. Repair and Service Charges will apply to all "overseas" models bought from other countries. The repair service could be provided beyond the country of purchase but with charges depending on the availability of the models and spare parts from the Besta agent of the country! Please understand that it may take a longer time to repair this product when the required part(s) is/ are subject to import restriction and availability of parts.
4. This warranty does not cover missing accessories or external parts of the Product, unless such a claim is made within 3 days from the date of original retail purchase.
5. This warranty does not cover expendable or consumable parts. Those items that during the normal course of product usage will require periodic replacement such as rubber keypad, touch panel and etc.. (Natural wear of components)
6. The guarantee is void if this product has been 'repaired' by an unauthorized person and in a manner which affects their reliability of performance.
7. The warranty does not cover product failure caused by improper testing, demonstration, maintenance, installation, adjustment or any alteration or modification of any kind.
8. We assume no responsibility for data lost. Please ensure that all data and records including any personal or confidential data by the user are in full "backup" before it is handed to Besta Mart for repair.
9. Data may be lost under certain circumstances. Besta Mart will not be responsible for any loss or leak of the personal or confidential data resulting from the repair service.
10. Warranty Period:
 - 12 months - System firmware
 - 3 months - Accessories (adaptor, rechargeable battery)
 - No warranty- Stylus pen, Earphone, USB cable, Pouch, Screen protector, Free gift
11. The warranty does not cover damages resulting from:
 - Accidental drop of device, negligence, rough handling, human incurred, physical damage (breakage of LCD, Touch screen & housing)
 - Cosmetic damage (dent, crack, scratch & etc)
 - Defects or damage resulting from excessive force or object when pressing
 - Exposure to moisture, dampness or extreme thermal environment conditions causing oxidation (corrosion, rusting)
 - Liquid corrosion (alkaline battery leakage)
 - Contaminant, rusting, spillage of food & liquid
 - Spillage of liquid/food/ eraser stain/ pencil leads

- Infestation by any insects (ants) or vermin
- Abnormal power surge and unsuitable voltage, explosion
- Natural disasters (lighting, caused by fire, earthquake, flood water & etc..) which is beyond our control
- Any ancillary equipment or software not finished or approved by Besta Mart causes problems or damages.

12. Warranty is not valid for the following:

- The serial number, purchase date, warranty card/ sticker has been altered, removed or defaced in any manner whatsoever.
 - We assume no responsibility, directly or indirectly for financial losses of this product.
 - We will not be responsible for any incidental losses from burglary and fraud cases.
 - We do not provide door to door services. Please contact our Customer Service hotline about it. [1800-88-8282](tel:1800-88-8282) or customercare@besta.com.my
 - We deserve the right to add, delete or amend the terms & conditions at any time and without prior notice.
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