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## Warranty Policy

**Effective Date:** May 28, 2026

At neQra, customer satisfaction is our priority. We are committed to providing reliable delivery, transparent return policies, and dependable warranty support for all eligible products purchased through [neqra.in](http://neqra.in).

By placing an order on our website, you agree to the following Warranty terms.

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### 1. Warranty Policy

#### 1.1 1-Year Replacement Warranty

neqra.in offers a 1-year replacement warranty on eligible products purchased directly from our website.

This warranty reflects our commitment to quality, reliability, and customer satisfaction.

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#### 1.2 Warranty Registration Requirement

To activate warranty coverage:

- Customers must register the product on the Warranty Registration page available on our website.
- Warranty registration must be completed within 10 days from the date of purchase.

Failure to register within the specified period may result in warranty becoming invalid.

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#### 1.3 Warranty Eligibility

Warranty coverage applies only to:

- The original purchaser of the product
- Manufacturing defects
- Functional defects arising during normal intended usage

Warranty is non-transferable and becomes void for:

- Second-hand purchases

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- Resold products
  - Unauthorized transfers
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#### **1.4 Warranty Exclusions**

Warranty does not cover:

- Physical damage
  - Water or liquid damage
  - Accidental damage
  - Damage caused by misuse or negligence
  - Deliberate damage
  - Normal wear and tear
  - Unauthorized repair or modification
  - Cosmetic damage not affecting functionality
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#### **1.5 Warranty Claim Process**

To request warranty service:

- Customers must submit a warranty claim through our website.
- Valid proof of purchase/invoice is mandatory.
- Supporting photos/videos may be requested for verification.

neqra.in reserves the right to inspect and verify all warranty claims before approval.

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#### **1.6 Shipping Charges for Warranty Claims**

Customers may be required to bear shipping or handling charges associated with warranty replacement services depending on the product category, location, and claim circumstances.

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### **2. Limitation of Liability**

neqra.in shall not be liable for:

- Indirect or consequential losses

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- Loss arising from misuse of products
- Delays caused by logistics providers
- Data loss or business interruption arising from product use

Our maximum liability shall not exceed the purchase value of the product concerned.

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### **3. Policy Updates**

neqra.in reserves the right to modify, update, or revise this Shipping, Return & Warranty Policy at any time without prior notice.

Updated policies will be published on this page with the revised effective date.

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### **4. Contact Us**

For shipping, return, refund, or warranty assistance, please contact:

**neQra Customer Support**

Website: [neqra.in](http://neqra.in)

Email: [connect@neqra.in](mailto:connect@neqra.in)

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