

CUBEBOX TIMELAPSE

Product Limited Warranty

Thank you for your interests in the CUBEBOX products of Prefix Private Limited. This Limited Warranty applies to physical goods purchased from Prefix Private Limited (the "Physical Goods").

What does Limited Warranty cover?

This Limited Warranty covers any defects in material or workmanship under normal use during the Warranty Period. During the Warranty Period, Prefix Private Limited will repair or replace products or parts of a product that proves defective because of improper material or workmanship, under normal use and maintenance.

How to register the product Warranty with you?

You do not need to do any product registration with us. When the product has been shipped out and we have been inform by DHL that the product arrived and sign off, the warranty will start automatically from there.

*Do note that the Product Warranty ownership belong to the original purchaser only.

Is the Product Warranty Ownership Transferable?

This Limited Warranty extends to the original purchaser only and is not transferable.

In some cases, if the product is purchase under a company or as a gift.

Regarding the change of Ownership, kindly drop us an email and provide all the information to us after you have done the purchase over our online store.

Upon the product delivery and signed off, the transfer of ownership will not be allowed and all warranty will be voided.

How long is the Warranty Period coverage?

The Warranty Period for Physical Goods purchased from Prefix Private Limited is **12 months** from the date of purchase.

The warranty period will remain unchanged after warranty claim if any and any replaced parts or systems that does not carry a new warranty after the warranty claim.

Warranty Claim for product issue and problems?

Prefix Private Limited will replace or repair the Product using new or refurbished replacement parts. All replacement or repair on the Product decision is final and conclusive by Prefix Private Limited.

How to obtain Warranty Service?

To obtain warranty service, you must first contact us to determine the problem and the most appropriate solution to be applied. Deliver the Physical Goods, in either its original packaging or packaging providing an equal degree of protection, including any accessories or documents that shipped with the Physical Goods/Product/Parts to following address.

Prefix Private Limited
1002 Toa Payoh Industrial Park
#02-1445 Singapore 319074
Singapore
Attn: Technical Warranty Support

You can contact us via info@prefix.com.sg

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What does this limited warranty not cover?

This Limited Warranty does not cover any problem that is caused by:

- A.** Malfunctions or damages cause by installation of Physical Goods/Product.
- B.** Malfunctions or damages resulting from negligence, improper maintenance or modifications.
- C.** Malfunctions, damaged or destroyed by natural causes including lightning, flood, or other natural disasters.
- D.** Malfunctions or damaged caused by fluctuation or interruption of electrical power supply, defective or incorrect wiring or operating on incorrect voltage supply.
- E.** Theft or loss of the Physical Goods/Product.
- F.** This Limited Warranty does not cover any shipping charges, handling charges, gift wrap fees or taxes. You are responsible for and must prepay all shipping charges for warranty claim. You shall assume all risk of losses or damages to the Physical Good/Product/Parts while in transit/shipping to Prefix Private Limited.
- G.** This Limited Warranty is to void if the Physical Goods/Product/Parts are returned with tampering, alteration, misuse, abuse, accident, negligence, dropped, any unauthorized modification or tampered security seal labels over the Physical Goods/Product/Parts.

Prefix Private Limited reserves the right to amend and change the Terms and Conditions of this warranty anytime. Prefix Private Limited decision on any matters arising under this warranty shall be final and conclusive.