



AI powered sleep solution

# Warranty Card

Track8



# Claiming the warranty:

How to obtain warranty service you must present the following information to make a warranty claim:

01

Prepare the necessary documents, including a detailed description of the issue, the product model, and proof of purchase (invoice and the warranty card copy).

02

Contact Wakefit customer service for warranty service:

Email: [support@wakefit.com](mailto:support@wakefit.com)

Phone: +91 9883333123

03

Follow instructions from Wakefit's customer care team to facilitate the inspection. If needed, they will arrange for a representative to visit your location, where the product was purchased, to inspect the product at no cost.

04

Wakefit's representative will determine if the warranty claim is valid after the inspection. If valid, they will arrange for the product to be picked up from your purchased location free of charge.

05

If repair is possible, Wakefit will fix the product; if not, a replacement may be offered.

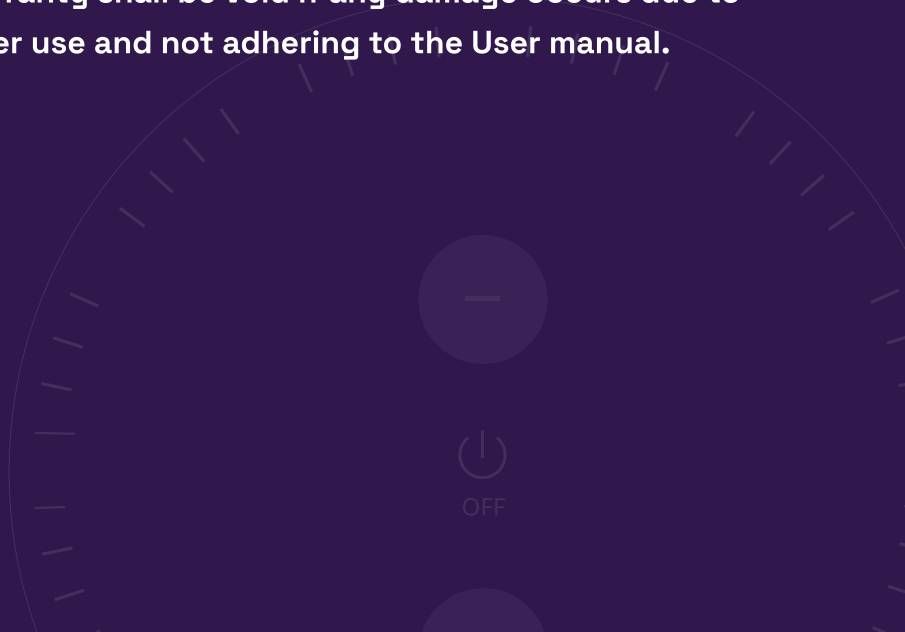
06

The repaired or replaced product will be returned to the customer free of charge.

# Warranty Terms:

---

- The Wakefit Zense Track8 comes with a one-year limited warranty covering defects in materials and workmanship.
- The unit must be installed and operated strictly as per specifications given in the installation manual provided along with this product.
- This warranty does not cover defects resulting from staining, soiling, or penetration of fluids into any part of the product.
- The warranty does not cover damage due to alterations, unauthorized repairs, tampering with any part, failure to follow operating instructions, misuse or negligence in use.
- The warranty shall be void in cases where the recommended periodic maintenance is not done.
- The warranty shall be void if the equipment is damaged due to abnormalities in the power supply.
- Do not disassemble the Track8 Pod or Sensor Sheet. This shall void the warranty of the product.
- **The warranty shall be void if any damage occurs due to improper use and not adhering to the User manual.**



## Exclusions and limitations: \_\_\_\_\_

Wakefit does not provide a warranty guaranteeing uninterrupted or error-free operation of the Product. For details regarding the rights associated with the software and related services, please refer to the Wakefit Terms of Service available on Wakefit Zense App or Wakefit website.

Unless prohibited by applicable law, this Limited Warranty solely pertains to the original purchaser of the Product, acquired from retail store or Wakefit ecommerce channels, and manufactured by or for Wakefit. Identification of authorized "Wakefit" trademarks, trade names, or logos affixed to the Product is requisite for warranty eligibility.

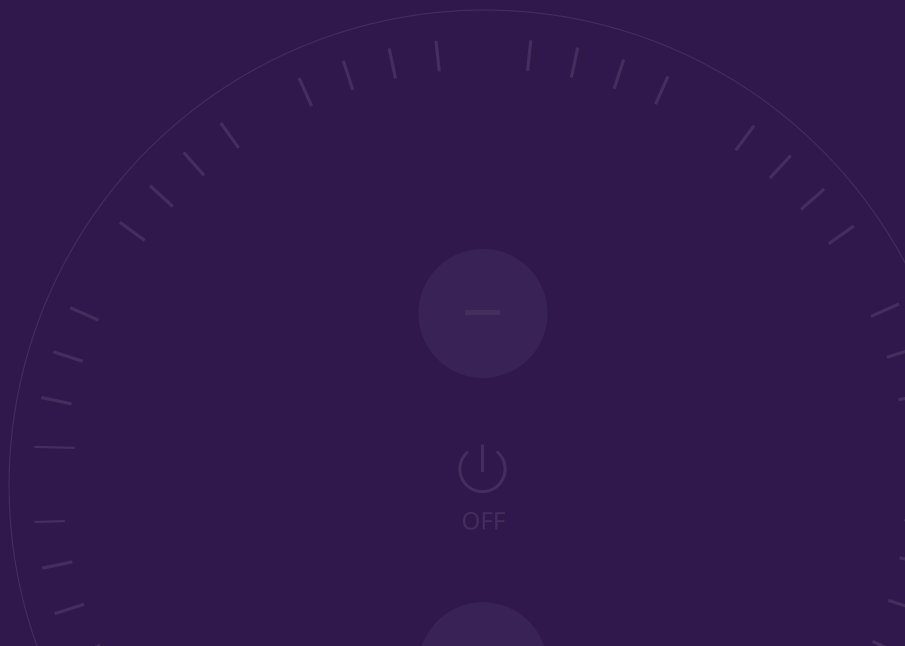
Notwithstanding the foregoing, the Limited Warranty does not extend to any of the following: **(a)** Wakefit products and services other than the Wakefit Zense Regul8, **(b)** non-Wakefit Sleep products, irrespective of inclusion or sale alongside a Product, including counterfeit items, **(c)** products believed to be stolen,

**(d)** consumables (e.g., batteries), or **(e)** software, whether packaged or sold with the Product or embedded therein.

This warranty is inapplicable to any Product or component thereof that has undergone servicing, alteration, refurbishment, or modification by an unauthorized party. Moreover, it does not cover cosmetic imperfections such as scratches and dents.

Furthermore, this Limited Warranty does not encompass damages or defects resulting from: **(a)** usage with non-Wakefit Sleep products, **(b)** accidents, abuse, misuse, mishandling, natural disasters, or other external factors, **(c)** pet-related damage, **(d)** damage caused by sharp objects, **(e)** normal wear and tear or aging, such as discoloration or stretching, or **(f)** operation of the Product **(i)** beyond the permitted or intended uses specified by Wakefit, **(ii)** contrary to provided instructions, or **(iii)** with improper voltage or power supply.

No Wakefit reseller, distributor, agent, or employee is authorized to amend, extend, or supplement this Limited Warranty. In the event that any term herein is deemed illegal or unenforceable, the legality or enforceability of the remaining terms shall remain unaffected.



## Note:

---

- No employee or representative of Wakefit innovation Pvt Ltd. or any third party is authorized to modify, extend, or add to this Limited Warranty.
- If any term of this Limited Warranty is held to be illegal or unenforceable, the remaining terms of the Limited Warranty will remain in full force and effect. This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.

There are no repairs that you can safely do on them. If you see the product operating improperly, unplug it immediately and call the Wakefit support team at **+91 9883333123**

For support, contact wakefit customer service team through the app or on the **website: <https://www.wakefit.co/>**