* WIKI offers a limited warranty covering certain types of repairs for most new products. The WIKI Limited Warranty offers 12-months coverage on WIKI devices.
* The WIKI Limited warranty does not cover user manuals or any third party software, settings, content, data or links, whether included or downloaded in the product, whether included during installment, assembly, shipping or at any other time in the delivery chain or otherwise and in any way acquired by the end user.

In addition the WIKI Limited Warranty does not cover:
* Normal wear and tear.
* Defects caused by rough handling.
* Defects or damage caused by misuse of the Product, including screen breakage/damage or use that is contrary to the instructions provided by WIKI and/or other acts beyond the reasonable control of WIKI.
* Defects or alleged defects caused by the fact that the Product was used with, or connected to, any product, accessory, software and/or service not manufactured, supplied, or authorized by WIKI or was used otherwise than for its intended use.
* Defects caused by the fact that the battery has been short-circuited or by the fact that the seals of the battery enclosure or the cells are broken or show evidence of tampering or by the fact that the battery has been used in equipment other than those for which it has been specified.
* If the Product has been opened, modified or repaired by anyone other than an authorized service center, if it is repaired using unauthorized spare parts or if the Product's serial number, the mobile accessory date code or the IMEI number has been removed, erased, defaced, altered or are illegible in any way and this shall be determined in the sole discretion of WIKI.
* If the Product has been exposed to moisture, to dampness or to extreme thermal or environmental conditions or to rapid changes in such conditions, to corrosion, to oxidation, to spillage of food or liquid or to influence from chemical products.

If a repair is necessary, then WIKI will repair the product according to the warranty status and personalized repair options and locations.

Repairing the product does not extend or otherwise affect the warranty period. However, part(s) repaired or replacement product(s) provided during the warranty period will be warranted for the remainder of the original warranty period or for sixty (60) days from the date of repair or replacement, whichever is longer.

Note that repairs could take anything from 2 days to 2 weeks depending on the extent of the repairs.

Submit a Support Ticket