



比亚迪股份有限公司
BYD COMPANY LIMITED

BYD Factory Warranty

This factory warranty is applicable to the following production:

DESS

The above product is warranted for 5 years, and during the warranty period, BYD factory covers all costs caused by repair and replacement.

Warranty Conditions

If a device becomes defective during the warranty period, please contact the local authorized dealer or dial BYD factory service line: +86 0755-89888888-57860.

In order to confirm whether your device is in the warranty period, you are required to supply us with the copy of purchase receipt and warranty documentation (if necessary, please attach with the copy of warranty extension agreement). And the production serial number on the device shall be clear completely; otherwise, the dealer or BYD factory has the right to refuse service for repair.

When the device becomes defective, please report to the local dealer or after-sale service personnel. If the dealer is consent in writing to change for you, you can change a device of equivalent value in accordance with the type and used time of your device and we will send you a device that packaged sound at 2 days as usual. The rest warranty period of the defective device will be transferred to the changed device. In this case, you will not receive a new warranty document, as the dealer has record your rights and the defective device needs to be returned back to the dealer.

Exclusion of Liability

Warranty claims and liability for direct or indirect damage are excluded if arising from:

- Out of warranty period;
- Incorrect installation or removal;
- Incorrect usage, operation or refit;
- Repair or change by technical personnel unauthorized by BYD;
- Natural wear and tear or electrochemical corrosion during normal operation;



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- Product whose serial number has been altered, defaced or removed;
- Incidental or consequential damage caused by other components of the working system of the device;
- Acts of God Force majeure (e.g., fire, flood, lightning and so on).

Further-reaching or additional claims due to direct or indirect damage, especially claims for compensation for incidental or consequential damage caused by other components of the working system of the device; damages due to loss of profits or due to costs arising from disassembly and mounting, are excluded if no legally mandatory liability applies. Claims in accordance with the law on product liability will not be influenced.

BYD Company Limited. After-sale Service
After-sale service line: 0755-89888888-57860
After-sale service email: EPRISupport@byd.com