

Bonso Body Fat Scale Warranty

All Bonso Smart Scale products are under one (1) year limited warranty. The warranty is listed at the end of this page. You may also download the warranty for your own records.

Warranty Registrations

Please fill in the form below to register.

TWELVE (12) MONTH LIMITED MANUFACTURER'S WARRANTY ON BONSO SMART SCALE

Effective from Oct 8, 2019

Bonso Corporation warrants to customers who purchase any Bonso Smart Scales from an authorized seller that Bonso Smart Scales will be free of defects in workmanship and materials for the duration of Twelve (12) months or otherwise as specified in writing by Bonso Corporation at the time of sale.

During the Twelve (12) month warranty period, Bonso Corporation will repair or replace the Bonso Smart Scales which fail to operate as intended, where it is established that the failure is directly due to defective workmanship or materials as judged by Bonso Corporation or an authorized Bonso Service Agent.

The Manufacturer's Warranty does not apply to defects caused by factors other than normal domestic use or use in accordance with the Product's User Manual. The Warranty does not apply to damage to this product that occurred as a result of abuse or misuse, abnormal service or handling, battery leakage or failure, or if the product has been altered or modified in any way, or if the damage was caused by repairs or service provided or attempted by anyone other than Bonso Corporation Technical Services or by an authorized Bonso Service Agent.

HOW TO MAKE A CLAIM

To make a claim under this warranty, the customer must contact either the authorized seller from which the products were purchased or Bonso Corporation.

All expense of claiming the warranty (e.g. shipping, handling, postage, insurance) will be borne by the customer making the claim. The following information will be required with the customer's warranty request: (1) date of purchase; (2) place of purchase; (3) full name; (4) shipping address; (5) email address; (6) product model number; (7) proof of purchase (e.g. purchase order number). Warranty requests that do not include all of the required information may be declined or have a processing delay.

Upon receipt of the product, the warranty claim will be reviewed and the product will be inspected by Bonso Corporation Technical Services or by an authorized Bonso Service Agent. If the warranty claim is found to be valid, the product will be repaired and returned to the customer or a replacement product will be sent to the customer.

You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Bonso Corporation

10/F, Fuyong Property Comprehensive Building, No. 2, North Zhengfeng Road, Fuyong, Baoan District, Shenzhen City, China

support@bonso.com