

AVIVA SMART VITALS

TERMS & CONDITIONS

Smart Tracking Device:

The provision of the device is subject to availability and may be modified, withdrawn, or discontinued at the sole discretion of Aviva without prior notice.

Noise Smart Watch:

- **Noise Return and Replacement Policy**

1. Noise does not offer a Return Policy once the product is delivered and opened by the customer.
2. In case a product reflects a technical issue, one can raise a replacement request within 7 days of the order delivery. A fresh replacement will be dispatched to the customer. This will be provided post physical examination of the product and if there is no issue found, same unit will be dispatched.
3. If a ticket is raised post 7 days of delivery and within the warranty period, product is replaced with an equivalent condition product, post testing.
4. In case of product replacement within the warranty period, if the product is out of stock (color/variant), an alternate product with equivalent price will be offered and warranty will continue as per the previous product purchase date.

- **Damaged product arrived/Wrong product received/Accessories Missing**

1. If your order is damaged/wrong/ has accessories missing on delivery, please raise a complaint within 24 business hours from the time of delivery.
2. You can visit support.gonoise.com or email us at help@nexxbase.com. We will need your order ID and a few images of the product to process the replacement or initiate a refund.
 - a. Attention: If the packaging of your order seems to have been tampered with or damaged at the time of delivery, please refuse to take the order.
 - b. Attention regarding wrong product received: If the product is completely different, it will be considered as wrong product. Under no condition will a refund or replacement be provided for any defect-free product, on the basis of look & feel or minor differences in shades, color or sound quality.



Aviva Life Insurance Company India Limited

401-A, 4th Floor, Block A, DLF Cyber Park, Sector-20,
NH-8, Gurugram, Haryana-122 016
www.avivaindia.com



Customer Service Helpline Number

1800-103-77-66 (Toll Free)
0124-270-9046



Email

customerservices@avivaindia.com

- **Noise Warranty Policy/Guidelines**

1. Noise products come equipped with a warranty period of 1 year and noise accessories with 3 months warranty, respectively, that cover technical issues, excluding physical damages. Free door-to-door services are provided throughout the warranty period from the date of purchase.
2. Proof of purchase in the form of invoice (irrespective of the sales channel) is required to be presented for availing warranty services. Noise can choose to not provide services if the invoice is not presented.
 - a. If the issue is not resolved over a call or an e-mail, we will arrange to pick up the device from your address, for repair or replacement. In case of non-availability of a reverse pick-up facility at your location, Noise will request you to self-ship the product to our warehouse and share the tracking details with the Noise customer service team. When a customer self-ships the product, the cost must be incurred by the customer. Noise will not be responsible for any loss or damage during transit if you self-ship your product to us.
3. Noise shall not cover any liability or claim pertaining to any kind of rashes or skin allergy due to usage of Noise products including consequential or resulting liability, damage or loss to property or life, injuries, loss of any kind of personal data arising directly or indirectly out of any defects in Noise products.
4. While Noise will make every effort to carry out repair at the earliest, we would like to make it expressly clear that we are under no obligation to do so in a specified period of time.

- **Out of Warranty**

If a product that is out of warranty, reflects a technical issue & customer wants to avail the services, customer must incur a certain amount of charges.

A replacement can be given on chargeable basis if the product is not repairable. This can be processed only if the specific product is in stock.

- **Noise Warranty is not applicable in any of the following cases:**

In case of any damage to the product, customer abuse, repair by unauthorized persons, misuse detected, product attacked or damaged by house pests, pets, rodents, accidental or incidental damage, spillage of any kind of liquid on the device, device subjected to extreme temperatures. Wear and tear that occurs due to regular usage of the device will also not be covered under warranty.

This warranty will automatically terminate on the expiry of the warranty period of 12 Months (as determined by proof of purchase), even if the product is not in use during the warranty period for any reason.

- **Shipping and Return Policy**

Noise does its best to deliver your products as soon as possible. We offer free shipping on all orders placed on www.gonoise.com.



Aviva Life Insurance Company India Limited

401-A, 4th Floor, Block A, DLF Cyber Park, Sector-20,
NH-8, Gurugram, Haryana-122 016
www.avivaindia.com



Customer Service Helpline Number

1800-103-77-66 (Toll Free)
0124-270-9046



Email

customerservices@avivaindia.com

- **Shipping information**

Each order can be shipped only to a single address, which is specified at the time of placing the order. If you wish to ship products to different addresses, you will need to place multiple orders.

- **When will your order arrive?**

We work towards ensuring that each item in your order is shipped within 2 working days from the date of Policy Issuance. However, it may sometimes take up to 3 or more working days due to festivals, a sale, or when there are other mitigating circumstances. During such an event, do not be alarmed. Your order should reach you in 15 working days.

- **Tracking your order**

A shipping confirmation along with your tracking ID will be sent to you once the product has been dispatched. Please use this ID to track the status of your order.

Track your order: Visit the above link and input your order ID to get the approximate delivery time and current shipping status of your order.

(Tracking will be active once the product is dispatched)

- **Order Invoice**

Every order is shipped with an invoice from Noise which you can download from below.

- **Download Invoice**

Please note, if the order is processed, cancellation won't be possible and in this case the order must be refused at the doorstep.

**Aviva Life Insurance Company India Limited**

401-A, 4th Floor, Block A, DLF Cyber Park, Sector-20,
NH-8, Gurugram, Haryana-122 016
www.avivaindia.com

**Customer Service Helpline Number**

1800-103-77-66 (Toll Free)
0124-270-9046

**Email**

customerservices@avivaindia.com