



Tech Support Service Policy

Our Tech Support Service aims to provide expert technical assistance and solutions to our valued customers, ensuring a smooth and efficient experience in resolving their technology-related challenges.

We offer technical support channels to cater to ensure a seamless smart living experience.

We will be assisting your Electrician, Civil Engineer and Carpenter in the installation of our products

- **Phone Support:** First prefer Call/ Video call our dedicated support hotline at **+91 99090 47238**, **+91 99090 47190**, **+91 99090 47191** for immediate assistance.

- **Email Support:** Reach out to us via email at techsupport@smartiqo.com for inquiries and issues.

- **Live Chat:** Chat with our knowledgeable technical support in real-time.

- Our support service is available during our regular business hours of 10:00 AM to 7:00 PM. Emergency support may be available outside these hours on a case-by-case basis.
- Our goal is to swiftly and effectively resolve your issues. While we aim for one call resolutions, some matters might necessitate more thorough investigation and resolution time.

Service Charges

Our Tech Support Service may be subject to charges based on various factors, including the nature of the issue, your service plan, and warranty coverage. The following outlines our approach to service charges:

- We offer free technical support for issues covered under your product warranty. For issues that fall outside the scope of warranty coverage, or for customers without an active warranty, our support service will incur charges. Additionally, on-site visit is also chargeable as a site visit fee. To avoid extra charges, you can receive free virtual technical support at any time. Please call the tech support team for video/ audio assistance for any issues you are facing.
- These charges are designed to fairly reflect the level of expertise, time, and resources required to address the issue.
 1. No Cost service for products shipped within 15 days

REGISTERED OFFICE

1306, Shapath - V, Sarkhej - Gandhinagar Hwy, Ahmedabad- 380 015, Gujarat, INDIA



Call: +91 98112 12466 | EMAIL: info@smartiqo.com

Web: www.smartiqo.com | GST No.: 24ABECS2158M1Z4 | CIN:
U31909GJ2020PTC115626



Service charge post 15 days: 250 Rs- within city

Outside City: Rs 550

Please note these rates are fixed, and while **service is free**, the agents will require visiting fee, which needs to be paid **before the service is initiated**.

If your product is under warranty, the support service might be covered. Refer to your product warranty documentation for specific details.

User Responsibilities

- To ensure efficient service delivery, we request you to:
- Provide accurate and detailed information about the issue.
- Follow the instructions provided by our support agents.
- Obtain necessary approvals before granting remote access to your system.
- Maintain respectful and professional conduct during interactions with our support agents.

While we make every effort to offer accurate and reliable solutions, we cannot guarantee the outcome of every technical support interaction.

We retain the right to modify this policy at any time. Changes will be communicated through our direct notifications.

By availing our Tech Support Service, you acknowledge and agree to adhere to the terms and guidelines outlined in this policy.

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