



TLK No Questions Asked Warranty (NQAW) Program

Teleconnectors (TLK) use high quality materials, standards, and process in all its product manufacturing, to ensure best user experience and for the customers to get the best value for money.

In addition to our regular warranty plan which covers all manufacturing defects, we offer No Questions Asked Warranty (NQAW) plan for specific customers.

The objective of the program is for the customer to have “Zero outflow” and better return on investment. No hidden or indirect expenses will be incurred.

Under this plan, the customers will have the following privileges.

1. Preventive Maintenance Camps
 - a. Every Quarter
 - b. Covers health-checks and sanitization of headsets
 - c. Repairs for minor faults
 - d. Reporting
2. Complementary replacement of ear cushions
3. All damages are covered except where one can establish that breakage was deliberate
4. Training of staff and customer IT teams for best practices for maintenance
5. Safety stocks are maintained at customer site