

Instructions for ensuring a smooth **RMA** process

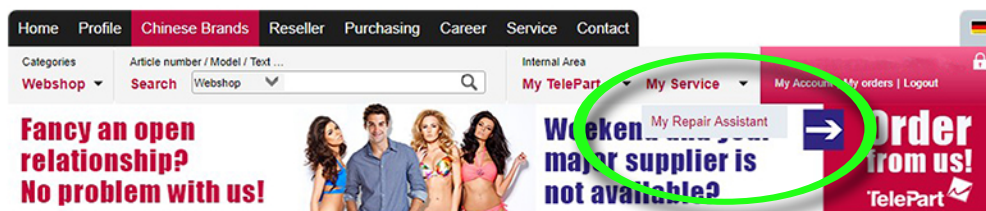
Since we write **SERVICE** in capital letters we have developed and improved our service processing for warranty repairs.

Your advantages:

- Prearranged input of your data under „my service“
- Faster transaction thanks to definite identification by RMA number
- Transparent and clear process
- Time savings through direct shipping to the respective authorised service center

In order to offer you a **trouble-free process**, we provide a corresponding module on our homepage. Below we clarify the individual steps involved in handling a warranty claim:

1 Log in TelePart WebShop under “My Service” -> “My Repair Assistant”



2 Indication of the IMEI number of the device

Please fill in the IMEI number of the concerned device here:

3 Choose a reason for the return -> Dead on Arrival, Repair under warranty, Cancellation

For what reason are you returning the device?

Dead On Arrival (DOA)	Repair under warranty	Cancellation
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4 Provide detailed data (differing shipping address possible)-> Error description & personal data (Since we work with international service partners, we kindly ask you to give us your descriptions in English or German language)

5 Assignment of an RMA number (byTelePart)

6 Submission of the device to TelePart or one of our service partners (w-support, dat repair) indicating the received RMA number

7 We would like to point out, that incorrect or incomplete data lead to delays for which we are not responsible. In order to avoid any confusion or misunderstandings, please only ship the device in its original sales box.

8 Please make sure, that the device is not locked by a password / find my iPhone / mi account / google account etc. Ideally you should reset the device to factory settings. Please also remove the SIM- and memory cards.

Please note the following points, in order to ensure a **quick and smooth transaction**.



1 Guidelines for DOA (Dead on Arrival) processing

DOA (dead on arrival) is defined as a hardware defect on the item being used or installed for the first time. As a rule the manufacturer only grants a very short period for termination.

Usually a period of total 7 days starting with the date of sale to the end or final customer (proof by invoice). Please note that the DOA processing does not apply to damage due to improper use or mechanical damage. Unfortunately for Apple devices the DOA processing is not possible due to producer regulations.

For the DOA processing the following criteria must be fully met:

- An obvious deficiency at the device is visual
- The deficiency was not caused by personal negligence
- The device shows no signs of usage
- Original sales packaging is not damaged, inscribed or plastered
- All accessories with original sales packaging are returned with the device
- Operating errors are excluded

2 Guidelines for cancellation - withdrawal from the purchase contract

A cancellation of agreement is the withdrawal from or rescission of the purchase agreement for the device concerned.

A rescission via the supplier chain is only possible under the following circumstances:

- At least two attempts to remedy the defect (attempt repairs) by a repair centre authorised by the manufacturer
- The first attempt to remedy the defect took place within the first six months after the sale of the device to the end customer
- Please note: a software update is not regarded as an attempt to remedy the defect
- Items with defects due to improper use or mechanical damage cannot be returned for cancellation of the agreement

The following has to be noted for the processing of the withdrawal:

- The device must be returned completely with all accessories.
- Please remember to enclose the following when submitting the device:
 - Copy of end customer receipt with IMEI number
 - All copies of the previous repair attempts by authorised service centres
 - Precise failure description

After a positive examination of the process and the compliance of the withdrawal criteria you will receive a credit advice of the fair value of the device.

3 Guidelines for repair under warranty

When you purchase your mobile phone you are normally granted a 24-month manufacturer's guarantee - except Apple/ Blackberry/ ZUK (only 1 year). This guarantee covers free repair of any faults and the replacement of defective components. Guarantee provisions for accessories may deviate from this. In all cases we recommend the processing of claims under guarantee via a service centre authorised by the manufacturer. TelePart is successfully working with external service partners (w-support / dat repair) for years.

Please remember always to enclose a proof of purchase in the form of an end customer receipt with IMEI number & precise failure description when submitting the device. If a repair under warranty is not possible you will receive an offer/quotation for repair (with costs) from the service centre.

Unfortunately the warranty does not apply in the following cases:

- Mechanical damage
- Corrosion by liquid
- Use of third-party accessories/software
- Unauthorised opening of the device

Our advice: Sending the devices repaired by our service partners (w-support / dat repair) directly to the service partners and not to TelePart in order to **save about 1 week waiting period**.

1 w-support.com GmbH

The **w-support.com GmbH** is partner of well-known manufacturers of the telecommunications and IT industry like **Bea-Fon, Huawei, LG Electronics, Microsoft** (Lumia mobile phones), **Nokia, Samsung, Sony**.

Contact: www.w-support.com
info@w-support.com

Service Hotline +49 3722 713-3171
Mo. – Fr. 8:00am – 7:00pm
Sa. 8:00am – 2:00pm

Address:

www.w-support.com
Ernst-Lässig-Straße 7
D-09232 Hartmannsdorf

Repair status:

<https://www.w-support.com/eng/repair/repair-status-request.aspx>

2 Datrepair

Datrepair is partner of well-known manufacturers of the telecommunications and IT industry like **Apple, CAT, Motorola, Lenovo**.

Contact: www.service.datrepair.de
ingram.flensburg@ingrammicro.com

Service Hotline +49 180 5 94 00 94
Mo. – Fr. 9:00am – 5:00pm

Address:

Ingram Micro Services GmbH
Am Sophienhof 8 – 10
D - 24941 Flensburg

Repair status:

<https://service.datrepair.de/>

China Brands: As the European service network for these products is still under construction, the defective devices will be sent back to the supplier. As a result, the average processing time can take up to 20-25 working days.