



Dear business partner,

to register your device for warranty cases please log into our webshop and choose

„my service“

and

„my repair assistant“

You will then be able to enter the needed data for the warranty service. Here you will also find a short explanation regarding DOA/ warranty repair and cancellation.

In case of getting the following information after entering your IMEI no. although you have purchased the device from TelePart please send a short message to [service@telepart.com](mailto:service@telepart.com)

**This device has not been distributed by TelePart. Please get in contact with an external service provider.**

We will then clarify the matter and enter the data manually in order to provide you with the necessary RMA-no. You **must not** send the device to us without a RMA-no. since it will have to be returned for organizational reasons.

Please take note that devices that show service handling under our service partners dat-repair and w-support must not be sent to TelePart.