

# Guide to sending devices away for warranty repair

- Make sure warranty is valid – Warranty only covers technically faulty devices intended for the EU market. We have seen many examples of devices imported from Asia, USA & Australia. Do you have a suitable proof of purchase/contract with the IMEI on it? Proofs from the likes of eBay / PayPal are not normally acceptable as they usually relate to used sales rather than new.
- Has the device ever been subject to liquid damage? Be honest with yourself, has it come into contact with liquid, used in the rain, left in a damp pocket, been in a high humidity area like a bathroom ?
- Has the firmware been interfered with? Operations such as de-branding, unlocking, rooting, can all cause warranty to be invalidated.
- Are there any signs of damage to the screen, casing, camera lens? Reasonable wear and tear is acceptable, but significant dents and any cracks may be cause for rejection. We can repair some minor problems, like replacing camera lenses or other small parts for you.
- Any previous repairs that may have been done using non-genuine parts by an unauthorised repairer will probably invalidate warranty, but the original damage probably invalidated warranty anyway.
- Are there signs that the USB or headphone socket have been subject to damage by inserting incorrect accessories or been damaged in any way?
- Remove your SIM and/or memory card, but leave any SIM / memory card holders in place.
- Also keep any removable battery cover and battery. (battery should be sent only if it's a battery, charging or power related problem). Batteries usually have a shorter warranty period of 12 months, rather than 24 months for many devices.
- If possible, create a back-up of any important data such as phone numbers, texts, photos, videos, account names & passwords. Your device is very likely to be reset as part of the repair process. For your own security, again if possible, we would recommend doing a full reset of the device before you send it for repair.
- Repair quotes are often sent out for any rejects and these can be quite expensive from manufacturers main agents, otherwise you may incur a service charge of up to about £35 if you want the un-repaired device returned to you.
- Be prepared to wait about 7-10 days to get your device back, some do come back quicker but also some take a little longer. A very small quantity can take a few weeks to return.