

Nokia Care / Microsoft Care

Warranty Support

Please be advised that with effect from 20th January 2016, Microsoft no longer offer Care Services or warranty repair through the previous national network of care/service agents.

For warranty support you must now contact Microsoft by one of the following methods:

Telephone: 0207 660 0896

On-line: <http://www.microsoft.com/en-gb/mobile/support/>

When making contact you will need to be aware of the model number and IMEI number of your device and your Microsoft account details if you have one for your phone. If a warranty repair is authorised, your device will be sent to a central repair facility where it will be fully re-set as part of the repair process.

Julecom may well still be able to repair your Nokia / Microsoft device as we still have the same repair staff and stock of genuine spare parts. Any repair service of this nature will be treated as a chargeable, non-warranty repair service.

Thank you for your understanding