

## LEAGOO WARRANTY AND OUT OF WARRANTY SERVICE PROCEDURE



*The manufacturer of the Leagoo brand in order to satisfy its clients enables the service orders in Fixit Service Center.*

*This document is addressed to individual users (B2C) and business users (B2B).*

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### WARRANTY SERVICE

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The manufacturer of the Leagoo brand guarantees efficient operation of devices provided they are used according to the intended purpose and the technical and operational conditions described in the Service Manual and the Warranty Card.

#### 1. WARRANTY PERIOD:

- Device: 24 months warranty
- Battery: 6 months warranty
- Accessories: 6 months warranty

#### 2. HOW TO REPORT A CLAIM?

Register your claim at:

- A. FIXIT Service Centre on website: <http://rma.fixit-service.com>
- Register claim on your user account or use ready form without creating account on the website.
  - Direct any questions to our e-mail address: [leagoo@en.fixit-service.com](mailto:leagoo@en.fixit-service.com) .

**Warning:** For each item it is necessary to fill out the claim form.

#### 3. REQUIRED DOCUMENTS:

In order to execute a warranty claim, it is necessary to submit the following documents:  
**a copy of purchase document (receipt or invoice)** or other document which can confirm seller name, sold device and date of purchase.

#### 4. HOW TO PACK A DEVICE?

After registering the device on our website, pack the device with all documents and accessories. Do not send an additional equipment (SD card, SIM card, documents, covers, headphones etc.).

Secure the device for transport. We recommend to use fillers and pack the device into an original or alternative box, which should secure device from damaging in transport.

***The manufacturer of the Leagoo brand and Fixit service do not take responsibility for damage caused by transport and being a result of improper or insufficient protection of equipment.***

Send the parcel to the address given on the last page of this manual at your own expense.

***Under the terms of the Leagoo warranty, the person submitting the complaint agrees to provide the device for service at his own expense.***

#### 5. THE WARRANTY DOES NOT COVER:

- The product has been subjected to abnormal use, conditions and insufficient protection, improper storage, exposure to excessive moisture or dampness, exposure to excessive temperature, unauthorized modification, unauthorized repair (including but not limited to use of unauthorized spare parts in repairs), abuse, accidents, human damage, rust Acts of God, spills of food or liquids, improper installation etc.
- The failure be caused by update the system with the software not provided by LEAGOO.
- Customer has not notified LEAGOO of the defect in the product during the applicable warranty period.
- The product serial No, IMEI No, waterproof label, Anti-Dismantle Label, screw label or the accessories date code has been removed, defaced or altered by the person who not authorized by LEAGOO
- The product has been used with or connected to any accessory:
  - Not supplied by LEAGOO or its affiliates,
  - Not fit for use with the product,
  - Used otherwise than in manner intended.
- The failure be caused by operate the product not based on the instruction provided by LEAGOO.
- The seals of the product's battery enclosure have been broken or shown evidence of tempering or the product's battery has been used in equipment other than that for which it has been specified usable by LEAGOO.
- All plastic surfaces and all other externally exposed part that is scratched or damaged unless due to normal use.

***If any of these facts is present, the complaint will be judged and qualified as out of warranty. In this cases, Customer will be charged for service, logistics and transports cost.***

## 6. WE DO NOT TAKE ANY RESPONSIBILITY FOR:

- damage, loss or erasure of customer's data from device memory or storage media. The device user is responsible for backing up his/her data.
- any accessories or equipment not included in the original kit (eg sim cards, SD cards, cases / covers, headphones, documentation, etc.)
- the problems associated with the interoperability of the claimed goods with third-party devices and software.

## 7. DELIVERING AFTER WARRANTY SERVICE:

- After the warranty service, the equipment will be sent back at the manufacturer's cost to the address provided when registering the application.

## 8. IF YOUR PACKAGE IS DAMAGED DURING SHIPPING:

Upon receipt of the shipment, carefully check its status and contents in the presence of the courier. In case of any claims or damage, it is required to make a damage report with the courier.

If possible, take photos of the damaged device and email us at: [leagoo@en.fixit-service.com](mailto:leagoo@en.fixit-service.com).

***Warning: Applying for compensation for damaged or incomplete equipment is possible only after the completion of the damage report.***

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## OUT OF WARRANTY SERVICE

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### 1. HOW TO REPORT A CLAIM?

Please email us at [leagoo@en.fixit-service.com](mailto:leagoo@en.fixit-service.com) in case of out of warranty claim

and then:

register your claim at:

A. FIXIT Service Centre on website: <http://rma.fixit-service.com>

- Register claim on your user account, or use ready form without creating account on the website.
- Direct any questions to an e-mail address: [leagoo@en.fixit-service.com](mailto:leagoo@en.fixit-service.com)

### 2. REQUIRED DOCUMENTS:

In case of out of warranty repair, proof of purchase and warranty **card are not required**. Please provide a thorough fault description that will enable us to fully diagnose the problem you are reporting.

### 3. HOW TO CORRECTLY PACK A DEVICE?

After registering the device on our website, pack the device with all documents and accessories. Do not send an additional equipment (SD card, SIM card, documents, covers, headphones etc.).

Secure the device for transport. We recommend to use fillers and pack the device into an original or alternative box, which should secure device from damaging in transport.

***The manufacturer of the Leagoo brand and Fixit service do not take responsibility for damage caused by transport and being a result of improper or insufficient protection of equipment.***

Send the parcel to the address given on the last page of this manual at your own expense.

***All costs of the out of warranty complaint, i.e.: service, used parts, logistics and transports costs, will be covered by the Customer.***

### 4. WE DO NOT TAKE ANY RESPONSIBILITY FOR:

- Damage, loss or erasure of customer's data from device memory or storage media. The device user is responsible for backing up his/her data.
- The service is not responsible for any accessories or equipment not included in the original kit (eg sim cards, SD cards, cases / covers, headphones, documentation, etc.)
- The service is not responsible for the problems associated with the interoperability of the claimed goods with third-party devices and software.

### 5. IF YOUR PACKAGE IS DAMAGED DURING SHIPPING:

Upon receipt of the shipment, carefully check its status and contents in the presence of the courier. In case of any claims or damage, it is required to make a damage report with the courier.

If possible, take photos of the damaged device and contact us at [leagoo@en.fixit-service.com](mailto:leagoo@en.fixit-service.com).

***Warning: Applying for compensation for damaged or incomplete equipment is possible only after the completion of the damage report.***

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**CONTACT & ADDRESS DETAILS**

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**FIXIT SA - Branch Krosno  
37 Kazimierza Pużaka Street  
38-400 Krosno  
Poland**

RMA system: <http://rma.fixit-service.com>  
RMA Support e-mail: [leagoo@en.fixit-service.com](mailto:leagoo@en.fixit-service.com)  
RMA Support phone number: +48 13 49 261 14