

## MIO WARRANTY AND POST-WARRANTY SERVICE PROCEDURE



*The manufacturer of the MiTAC Digital Technology Corporation brand in order to satisfy its clients enables the service orders for Mio products 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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MiTAC warrants that hardware product you have purchased from MiTAC or from a MiTAC authorized reseller is free from defects in materials or workmanship under normal use during the warranty period. The manufacturer of the MiTAC brand guarantees efficient operation of Mio products 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

#### 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: [mio@fixit.pl](mailto:mio@fixit.pl)

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

B. Place of purchase.

- Defective and accessories if needed
- Including a copy of the purchase receipt

### 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).**

**Warning:** *In the absence of purchase document, the warranty will be based on the serial number of the device.*

### 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 (charger, battery, documents, accessories, 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 Mio brand and Fixit service do not take responsibility for damage resulting from transport due to improper securing of the contents of the package.

Fixit provides the warranty RMA service with door-to-door system. Transportation costs are covered by the service centre. DHL courier is ordered after confirmation of the claim.

The consignment will be picked up at your address within two working days from the date of confirmation of the claim.

**Warning:** *If the consignment is not picked up within the given deadline, please contact us immediately: [mio@fixit.pl](mailto:mio@fixit.pl)*

### 5. THE WARRANTY DOES NOT COVER:

- the manufacturer's warranty does not cover damage caused by external causes such as: mechanical, atmospheric, pollution, flooding, damage caused by improper use of consumables (eg cleaning agents) resulting from unauthorized software updates.
- defects or damage resulting from improper testing, operation, maintenance, installation, recovery, service, or adjustment not approved by the manufacturer
- damage caused by improper handling or use of the device not in accordance with the instruction manual.

**Warning:** *MiTAC Warranty also does not extend to any Product that has been damaged or rendered defective (a) as a result of accident, misuse, or abuse; (b) as a result of an act of God; (c) by operation outside the usage parameters stated in the Product's User's Manual; (d) by the use of parts not manufactured or sold by MiTAC; (e) by modification of the Product; or (f) as a result of service by anyone other than MiTAC authorized service provider. MiTAC is not responsible for damage to or loss of any programs or data.*

If any of these facts is present, the unit may be sent back without any additional contact with the Customer.

### 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. 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: [mio@fixit.pl](mailto:mio@fixit.pl)

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

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## POST WARRANTY SERVICE

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### 1. HOW TO REPORT A CLAIM?

Please email us at [mio@fixit.pl](mailto:mio@fixit.pl) in case of post-warranty claim and then register your claim at:

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: [mio@fixit.pl](mailto:mio@fixit.pl)

### 2. REQUIRED DOCUMENTS:

In case of post-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 Mio brand and Fixit service do not take responsibility for damage caused by transport and being a result of improper or insufficient protection of equipment.

Depending on your previous service agreement, you may send the device at your own expense or through a courier service ordered by the service centre.

**Warning: If the consignment is not picked up within the given deadline, please contact us immediately: [mio@fixit.pl](mailto:mio@fixit.pl)**

### 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 [mio@fixit.pl](mailto:mio@fixit.pl)

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

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### CONTACT DETAILS

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**FIXIT SA - Oddział Krosno  
Kazimierza Pużaka 37  
38-400 Krosno  
POLAND**

RMA system: <http://rma.fixit-service.com>  
E-mail: [mio@fixit.pl](mailto:mio@fixit.pl)