

MYPHONE WARRANTY AND POST-WARRANTY SERVICE PROCEDURE



In order to satisfy its clients, the manufacturer of the MyPhone/HAMMER brands requests the service orders for MyPhone/HAMMER devices are directed to Fixit Service Centre.

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

WARRANTY SERVICE

The manufacturer of the MyPhone 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
 - Direct any questions to our e-mail address: myphone@en.fixit-service.com

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

- B. Place of purchase.

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) , filled warranty card

Warning: IMEI/Serial number only is not enough to accept warranty rights

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 MyPhone brand and Fixit service do not take responsibility for damage resulting from transport due to improper securing of the contents of the package.

Transportation costs from Fixit to customer are covered by the service centre.

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.

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: myphone@en.fixit-service.com

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

POST WARRANTY SERVICE

1. HOW TO REPORT A CLAIM?

Please email us at myphone@en.fixit-service.com 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
- Direct any questions to an e-mail adress: myphone@en.fixit-service.com

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 MyPhone 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.

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 myphone@en.fixit-service.com

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

CONTACT DETAILS

FIXIT S.A. - Oddział Krosno
ul. Kazimierza Pużaka 37
38-400 Krosno

RMA system: <http://rma.fixit-service.com>

E-mail: myphone@en.fixit-service.com