

## NAVMAN WARRANTY AND NON-WARRANTY SERVICE PROCEDURE.



*Navman company in order to satisfy its clients enables the service orders for Navman navigation 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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Navman guarantees efficient operation of navigations on condition use the devices as intended and technical-operational terms described in the User Manual and Warranty Card.

#### 1. TIME OF THE COMPLAINT

- Device: 24 months warranty,

#### 2. HOW REPORT COMPLAINT?

Reclamations can be submitted by:

A. Fixit service center website <http://rma.fixit-service.com>

- Register reclamation on your user account, or use ready form without creating account on the website.
- All questions and problems contact via e-mail : [navman@hu.fixit-service.com](mailto:navman@hu.fixit-service.com)

*Warning: Contact service is only possible via e-mail.*

B. Places of purchase

*Warning: Remember, always write exactly what happens with the device.*

### 3. WHAT KIND DOCUMENTS IS NEEDED FOR COMPLAINT PROCESS ?

In order to execute a warranty claim, it is necessary to submit the following documents:

- A copy of purchase document (receipt or invoice).

### 4. HOW PACK DEVICE?

After registering the device in service center, pack the device with all documents and accessories added with device (holder, car charger, accessory, etc.)

Do not send with additional equipment (SD card, Sim card, documents, covers, headphones).

Except situations when you contact with the service center.

Secure the device for transport. We recommend to use fillers and pack the device to original or alternative box., that secure device from damage in transport.

Navman and Fixit service don't take responsible for damage in transport resulting from improper or inadequate packing process. All issues It may be exercised only at the expense of the customer.

Service warranty is carried out by door to door via the shipping company.

The above applies only shipping courier ordered by service center.

GLS transporting service will take device from the customer when you make report on the website : <http://rma.fixit-service.com>

*Warning : then the courier don't receive the package contact service via e-mail: [navman@hu.fixit-service.com](mailto:navman@hu.fixit-service.com)*

### 5. WARRANTY NOT INCLUDE?

Damages created by external causes for example : mechanical, caused by weather events , pollution, water damage, wrong cleaner, system tweaks.

In the case of damage to breach the warranty conditions, the service will send to the Customer by e-mail a proposal for repair or paid in justified cases will send the order without implementation warranty repair.

### 6. FOR WHAT SERVICE IS NOT RESPONSIBLE

- Service is not responsible for damage, loss or delete customer data from the device memory or a media. User are responsible for backing up data / information,
- Service is not responsible for any other accessories added with device (SIM card, headphones, covers etc.).
- Service is not responsible for issues related to cooperation faulty hardware devices and software from other manufacturer.

## **7. WHAT IF THE PACKAGE IS DAMAGED IN THE WAY FROM SERVICE TO CUSTOMER?**

Check the contents and the condition of the device in the presence of the courier. When the device is damaged or incomplete write a damage protocol of the device and contact service via email:

[navman@hu.fixit-service.com](mailto:navman@hu.fixit-service.com).

If you can, take a photo of the device and set it to the service center it will accelerate the reclamation process.

*Warning : Remember, that to seek compensation from the carrier is only possible on the basis of the damage protocol!*

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## NON-WARRANTY SERVICE

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### 1. WHERE REPORT COMPLAINT?

Register on non-warranty repair on the Fixit service center website: <http://rma.fixit-service.com>.

- Register reclamation on your user account, or use ready form without creating account on the website.).
- All questions and problems contact via e-mail: [navman@hu.fixit-service.com](mailto:navman@hu.fixit-service.com).

*Warning : Contact service is only possible via e-mail*

### 2. WHAT KIND OF DOCUMENTS IS NEEDED FOR COMPLAINT PROCESS

In the case of non-warranty repair warranty card and proof of purchase is not required.

*Remember, Always **write exactly what is happens** with the device.*

### 3. HOW PACK THE DEVICE AND SEND IT TO SERVICE CENTER?

After registering the device in service center, pack the device with all documents and accessories added with device (car charger, holder, etc.)

Do not send with additional equipment (SD card, Sim card, documents, covers, headphones).

Except situations when you contact with the service center.

Secure the device for transport. We recommend to use fillers and pack the device to original or alternative box., that secure device from damage in transport.

Navman and Fixit service don't take responsible for damage in transport resulting from improper or inadequate packing process. All issues It may be exercised only at the expense of the customer.

You can send the device by your own, or you can chose a service-center courier.

*Warning: If the courier do not take the shipment in the exact time, contact service center via email [navman@hu.fixit-service.com](mailto:navman@hu.fixit-service.com).*

### 4. FOR WHAT SERVICE IS NOT RESPONSIBLE?

- Service is not responsible for damage, loss or delete customer data from the device memory or a media. User are responsible for backing up data / information,
- Service is not responsible for any other accessories added with device (SIM card, headphones, covers etc.)
- Service is not responsible for issues related to cooperation faulty hardware devices and software from other manufacturers.

## 5. WHAT IF THE PACKAGE IS DAMAGED IN THE WAY FROM SERVICE TO CUSTOMER?

Check the contents and the condition of the device in the presence of the courier

When the device is damaged or uncomplete write a damage protocol of the device and contact service center via email: [navman@hu.fixit-service.com](mailto:navman@hu.fixit-service.com).

*Warning : Remember, that to seek compensation from the carrier is only possible on the basis of the damage protocol!*

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### CONTACT :

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ANY COURIER  
send at his own expense:

FIXIT Hungary Kft.  
Szentpéteri Kapu 80  
3526 Miskolc  
Hungary

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

E-mail: [navman@hu.fixit-service.com](mailto:navman@hu.fixit-service.com)