

POCKETBOOK WARRANTY AND POST-WARRANTY SERVICE PROCEDURE

PocketBook

The manufacturer of the Pocketbook brand in order to satisfy its clients enables the service orders for Pocketbook e-book readers and tablets in Fixit Service Center.

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

WARRANTY SERVICE

The manufacturer of the Pocketbook 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: pocketbook@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) 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 Pocketbook 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 (only for courier ordered by Fixit).

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: pocketbook@en.fixit-service.com.*

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: pocketbook@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 pocketbook@en.fixit-service.com in case of post-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 adress: pocketbook@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 Pocketbook 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: pocketbook@en.fixit-service.com.*

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 pocketbook@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 SA - Oddział Krosno
Kazimierza Pużaka 37
38-400 Krosno

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

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