

Service Handling Guide

Dear Business Partners,

to ensure the smooth processing of your return and repair cases, we kindly ask you to take care of the following:

Please note that we only handle repair cases for products purchased from Wortmann Telecom GmbH.

Please send returns to:

WORTMANN TELECOM GmbH
Hankamp 2
32609 Hüllhorst, Germany

If you need assistance, please call us:

Service hotline: +49 (0) 5744 944-4520
E-mail: service@wortmann-telecom.de

With regards to the manufacturers warranty policy, it is important to distinguish between the following cases:

- 1. Warranty Repair**
- 2. DOA (Dead on Arrival)**
- 3. Cancellation of agreement**

1. Warranty Repair

When you purchase your mobile phone, you have normally granted a 24-month manufacturer's warranty. This warranty covers free repair of any faults and the replacement of defective components. Warranty agreements for accessories may deviate from this. In all cases, we recommend the processing of claims under warranty throughout an authorized service centre. You and your customers profit from direct and rapid processing. A list of official service centers you can find [here](#).

Please remember to enclose the following when returning the device:

- End customer invoice with IMEI number
- Precise description of fault
- All accessories (connecting cable, mains charger, rechargeable battery, charging dock, etc.)

The manufacturer's warranty is normally excluded for the the following defects:

- Mechanical damage
- Corrosion by liquid
- Use of third-party accessories
- Damage due to incorrect use
- Unauthorised opening of the device

If a warranty repair is not possible, you generally receive an offer/quotation for repair, which has to be paid to the service centre. If you prefer to handle your service claim throughout Wortmann telecom, we will coordinate the handling with an authorised service centre. Please note that in such cases the time of handling will take longer compared to direct handling with a service centre.

2. DOA (Dead on Arrival)

DOA is defined as a hardware defect on the item being used or installed for the first time. As a general rule, the manufacturer only prescribes a very short period for termination (generally 7 days after the date of the end customer receipt. Always based on calendar days.). Please note that the following DOA processing does not apply to damage due to improper use or mechanical damage. On a DOA regulation no legal claim exists. If a manufacturer does not offer this voluntary guarantee, it will remain subject to the usual warranty claims as well as any other warranty service of the manufacturer. To comply with the manufacturers' DOA regulations by the relevant deadlines, please send your DOA request to service@wortmann-telecom.de. Incl. an exact description of the fault and the end customer invoice.

Please remember to enclose the following when submitting the item:

- End customer invoice with IMEI number
(If a defect has already occurred at the hardware presentation, a legally-binding explanation is required from you, which confirms that the item was not already sold to end customers)
- Precise description of fault
- All accessories with sales packaging

Deadline for DOA Returns after billing to the end consumer:

Manufacturer:	Deadline:
Alcatel	No DOA return
Apple	No DOA return
CAT	14 days
HTC	7 days
Huawei	4 days
LG	7 days
Motorola	7 days
Nokia	10 days
Samsung	7 days
Sony/ Sony Ericsson	7 days
TrekStor/i-onik	No DOA return
Wiko	10 days
ZTE	No DOA return

3. CANCELLATION

A cancellation of agreement is the withdrawal from or rescission of the purchase agreement for the device concerned. A rescission throughout the supplier chain is only possible in the following occasions:

- At least two attempts to remedy the defect (attempted repairs) by an authorized repair centre authorised
- The first attempt to remedy the defect took place within the first six months after the sale of the item to the end customer.
- Please note: a software update is not regarded as an attempt to remedy the defect.
- Items with defects due to incorrect use or mechanical damage cannot be returned for cancellation of the agreement.

Please first send your cancellation of agreement request to service@wortmann-telecom.de.
An exact failure description, at least two repair reports and the end customer invoice must be enclosed.

Please remember to enclose the following:

- Proof of purchase in the form of an end customer invoice with IMEI number
- All accessories with sales packaging
- Precise description of fault