

# Service Handling Guide

Dear business partners,

In order to provide you with the best possible service after your purchase, please note the following instructions for processing your warranty claims.

Please note that we can only process your complaint if you have registered it in advance by e-mail or via our online shop.

For unregistered returns or articles that were not purchased from us, we charge a handling fee of 30,00€ excl. return shipping. For returns that arrive soiled and need to be cleaned first, we charge a fee of 45,00€.

## Contact:

Service hotline: +49 (0) 5744 944 4520

[service@wortmann-telecom.de](mailto:service@wortmann-telecom.de) | <https://shop.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. Multiple repair**

## 1. Warranty repair

24-month warranty from date of sale WORTMANN TELECOM GmbH. Warranty conditions for accessories could be different.\*

**To register a return, we require the following information and documents from you:**

- IMEI/serial number
- Error description
- Invoice number WORTMANN TELECOM GmbH
- End customer invoice with stated IMEI/serial number

**The manufacturer's warranty is excluded for the following defects and will result in the creation of a Cost estimate:**

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

*Please note that processing fees may apply if the estimate is rejected.*

*Please remember to send all accessories and the original packaging. We would also like to ask you to reset the smartphones and tablets to „factory settings“ and to make sure that there are no accounts or passwords on the devices.*

### WORTMANN TELECOM GmbH

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HRB 14584  
FinA Lübbecke 331/5886/0508  
Ust-Id Nr. DE301288295

### Management

Siegbert Wortmann  
Stefan Bollmann

### Bank Details

Volksbank in Ostwestfalen eG  
IBAN DE90 4786 0125 7106 4263 00  
BIC GENODEM1GTL

## 2. DOA

Registration within 5 days after end customer invoice date, always based on calendar days. For timely compliance with manufacturers' DOA requirements, please send your request to [service@wortmann-telecom.de](mailto:service@wortmann-telecom.de).

**To register a DOA, we require the following information/documents from you:**

- IMEI/serial number
- Error description
- Invoice number WORTMANN TELECOM GmbH
- End customer invoice with the IMEI/serial number
- Written proof of complaint from the end customer with date

*Please remember to include all accessories and original packaging or a DOA request may be denied.  
Apple: No DOA possible after activation!*

## 3. Multiple repair

**Reversal via the supplier line is only possible under the following conditions:**

- At least two repair attempts by a repair center authorized by the manufacturer
- The first attempt took place within the first 12 months after sale to the end customer
- A software update or submissions in which no defect was detected will not be evaluated as an attempt at rectification
- Items with defects due to user errors or mechanical damage cannot be converted

*Please remember to include all accessories and the original packaging.*

### \* Information Warranty Period Accessories

6 months after end customer invoice date: removable batteries, included headsets, chargers, car chargers, car cradles, data cables, adapters, wristbands, covers.