

**SAMSUNG**



*Get Connected*

(FREE LABOR FOR 3 YEARS)



**AUTHORISED SAMSUNG  
REPAIR CENTRE**

**WARRANTY CARD**

**2 Years Supplier Warranty (Parts & Labour)  
+ 3<sup>rd</sup> Year Free Labour by 3G Mobile Mauritius**

**CUSTOMER DETAILS**

**CUSTOMER NAME:** \_\_\_\_\_

**ADDRESSE:** \_\_\_\_\_

**STORE NAME:** \_\_\_\_\_

**PHONE NUMBER:** \_\_\_\_\_

**DESCRIPTION OF HANDSET**

**MODEL:** \_\_\_\_\_

**IMEI NUMBER (15 DIGITS):** \_\_\_\_\_

**DATE OF PURCHASE BY CUSTOMER:** \_\_\_\_/\_\_\_\_/\_\_\_\_

**THREE G MOBILE (MAURITIUS) LTD  
ADDRESS: FREEPORT ZONE MER ROUGE, PORT LOUIS  
PHONE: 657-1272**



## TERMS AND CONDITIONS

### Handset Warranty Criteria:

**Audio malfunctions:**

**Keypad malfunctions:**

**LCD malfunctions:**

**Camera malfunctions:**

**Power on / off malfunctions:**

**Volume control malfunctions:**

**Accessories:**

Replacement of faulty original accessories **within SIX months** from date of customer purchase

Battery – **12 months**

### Items not covered in the 24-months handset warranty

- 1: Physical damage
- 2: Liquid damage
- 3: Black listing
- 4: Security code
- 5: Any damage as a result of previous repair before an authorized repair center was appointed
- 6: Any handset not purchased from 3G Mobile
- 7: Physically damaged accessories

### Warranty Repair Procedures

Procedures to follow while booking a handset in for repairs:

- 1: Proof of purchase (Invoice) must state end users details i.e.: Make and model of handset as well as the IMEI number with the Dealer Stamp.
- 2: It is the stores responsibility to check all accessories and condition of handset.
- 3: 3G Mobile and repair center will not be held responsible for any accessories handed in without indicating it on the repair Book in Form.
- 4: The store must get a detailed fault description from the client.
- 5: Handsets found to have liquid or physical damage; Blacklisted or fault as a result of unauthorized repair will have the warrantee void immediately.
- 6: In the case the phone will be returned to the store un-repaired and the customer will be held liable for the cost and payment of handling fee charged by the repair center.
- 7: It is advisable to back up all information on the phone prior to sending the to the repair center's (If Possible) as every attempt is made to save the information however the information may be lost in some cases in the repair process and 3G Mobile nor the Repair center will be held liable for any loss of information.
- 8: Depending on the availability of spares and the level of repair, the turnaround time of 21 working days and will apply to all repairs.
- 9: The Warranty will not be extended or renewed or otherwise affected due to subsequent resale

### 3rd Year Free Labour Warranty.

Additional year free labour is only valid for Samsung Phones and Tablets bought through 3G Mauritius resellers and should accompany the 3G Mauritius warranty card properly filled for validation. Parts will be charged to customer.

### **The 3rd year warranty include:**

Free Diagnosis and Labour on Software and Hardware repair

Free Software Upgrading

Free Unlock (Phone, Pattern & Google)

No diagnostic fee will be charged for out of warranty cases

### **I HAVE READ AND ACCEPT THE CONDITIONS SET OUT IN THIS DOCUMENT:**

CUSTOMER

NAME: \_\_\_\_\_ CUSTOMER SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_

Store's Stamp: