

3G Mobile

2 Years Supplier Warranty (Parts & Labour) + 3rd Year Free Labour by 3G Mobile Mauritius

 Three G Mobile Mauritius Ltd, Free Port Zone, Mer Rouge, Port Louis

 Contact Number: 657 12 72

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

Terms and Conditions

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.

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

3rd Year Free Labour Warranty

Additional year free labour is only valid for Samsung Phones and Tablets bought through 3G Mauritius resellers. 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.