



LUMIDEE

stay connected

CHECKLIST APPLE DEVICES AND RELATED ITEMS (Please use one form per repair)

Check the warranty: <https://reparatieonline.cardservices.nl/>

• Is the product undamaged?	Yes	No
• Is the product complete?	Yes	No
• Is the adapter included?	Yes	No
• Is the battery cover included?	Yes	No
• Is the memory card included?	Yes	No
• Is the headset included?	Yes	No
• Do you have the IMEI number?	Yes	No
• Do you have the purchase receipt?	Yes	No

In case you received a broken device that you cannot use, please fill in the following complaint description: DOA (Dead On Arrival). If you offer your phone for repair, you agree to possible repair or investigation costs (these may amount to a maximum of €80,00 excl. VAT). If the repair is not under warranty and costs exceed €80,00 excl. VAT, then you will first receive a full quotation before repair takes place. Should you waive the repair, investigation costs will always remain payable. For any repair costs you will receive an invoice.

Brand name product

Device type

IMEI number

Purchase date*

**** Please enclose the invoice when sending. Without the invoice repair cannot be initiated!**

Do not send your SIM-card, battery, memory card, replaceable covers or other individual items, unless stated otherwise by your contact person at Lumidee.

COMPLAINT DESCRIPTION

Please send the complete product, though without the battery!

WARRANTY

GSM handsets have a 1 year warranty with the exception of accessories and battery.

The battery's warranty period is 3 months.

A broken screen is regarded as molest and is not covered by the warranty. The repair costs for an individual screen are at least € 120 excl. VAT.

Subsequently select one of the following options;

1. Please replace products under warranty only. Other products may be destroyed.
2. Please replace products outside warranty by new items. Our reference number is

CUSTOMER DETAILS

Company name

Address

Postal code

City

Contact person

Telephone nr. of contact person

Email of contact person

Signature to agreement

Signature

LUMIDEE BV

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