



LUMIDEE

stay connected

CHECKLIST MOBILE PHONE AND RELATED ITEMS (Please use one form per repair)

• Is the product undamaged?	Yes	No
• Is the product complete?	Yes	No
• Is the adapter included?	Yes	No
• Is the battery door 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
 PIN code
 Purchase date *

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

*** Please note! Always enclose invoice when sending. Without the invoice the repair cannot be processed.**

COMPLAINT DESCRIPTION

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Please send 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 € 120.

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 INFORMATION

Company name
 Address
 Postal code
 City
 Contact person
 Telephone nr. of contact person
 Email of contact person

LUMIDEE BV

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