

Dear customer,

In order to guarantee you optimum service, we request you to read and fill out his form carefully and completely and return it with your product. Proper processing is possible only when the service request form is filled out completely and all required documents (proof of purchase, warranty card, completely filled out service request form) are included.

COVERED BY GUARANTEE

If your product's defect is covered by our guarantee, the Service Centre by i.safe MOBILE GmbH will process your service claim at **no cost to you within approx. 5 work days**. Depending on the defects the processing time may be longer; we will inform you of this in writing.

NOT COVERED BY GUARANTEE

If your product's defect is not covered by the guarantee, we will send you a cost estimate.

After receiving your reply, i.safe MOBILE's Service Centre will proceed according to your wishes. If you have authorised repair outside the guarantee, the terms of repair printed below apply.

With your signature you confirm that you will assume the repair costs as specified in the cost estimate.

CAUTION — DATA BACKUP

As a matter of principle the user himself/herself is responsible for backing up all data, applications and programs stored in the device!

Please note that data (e.g. addresses, logos, music, settings, etc.) can be lost in the course of repair or service work. Data backup is a service which i.safe MOBILE GmbH does not offer within the scope of its guarantee.

Please note: Data that has not been deleted can be longed for by service staff. This data will not be stored or passed on to third parties. If you don't want this, please note this on page 2.

TERMS OF REPAIR

If your product fails or is defective, please note the following repair handling procedure developed especially for your convenience:

1. Please fill out the service request form carefully. Concrete information helps expedite processing.
2. Send the defective mobile phone postage prepaid in packaging offering sufficient protection for transportation to the responsible service center. Your responsible service center you will find on our website www.isafe-mobile.com/service
3. The processing time is approx. 5 work days.
4. If a product is sent in without claim to the guarantee or is excluded from the guarantee (e.g. tampering, moisture damage inconsistent with specified IP protection rating, fire damage, etc.) you will be sent a cost estimate. You then have the opportunity of authorising the repair for the specified costs, having the device returned to you (return costs you will find in the general terms and conditions act of the responsible service center) or having the device disposed of at no cost to you.
5. The Service Center observes all regulations regarding privacy protection. In particular all customer information received will be used exclusively for service processing.
6. After confirmation of approval of the cost estimate, your product will be repaired and returned to you.

SERVICE CENTER CONTACT DATA

Your responsible service you will find on our homepage under www.isafe-mobile.com/service

Your reference

i.safe MOBILE RMA number (if available)

NOTE: Please send in your product without SIM card!

PERSONAL CONTACT DATA

Company

Last name, first name (title, if applicable)

Street, building number or PO box

Postcode, city, town

Additional address information

Country

Telephone (daytime)

Fax

Mobile (if applicable in spite of defect)

E-mail

PRODUCT INFORMATION

Designation

Serial number

IMEI 1

IMEI 2

YOUR ASSESSMENT: IS THIS PROBLEM COVERED BY THE GUARANTEE?

YES NO (Please check/mark applicable answer)

PROOF OF PURCHASE

Please include a copy of your proof of purchase.

Proof of purchase issue data

PERSONAL DATA

Delete personal data?

YES NO (Please check/mark applicable answer)

DESCRIPTION OF FAULT (Please check/mark applicable answer)

- No function Poor reception SIM card recognition
 Keyboard Display Touchscreen Tone
 Microphone WLAN/BT Battery Case
 Battery/standby Software Others

Fault occurs after min. hrs., continuously or fitful

Other fault description

PACKAGE SENT INCLUDES (Please check/mark applicable answer)

- Mobile phone Charger Original packaging
 Warranty card USB cable User's manual
 Battery Headset Copy of proof of purchase Other items included with shipment

YOUR PROVIDER

- T-Mobile E-Plus
 Vodafone O2
 Other

With your signature you agree to the i.safe MOBILE's General Terms of Business. These can be reviewed or downloaded in the same manner as the terms of guarantee from i.safe MOBILE's Homepage. www.isafe-mobile.com.

To be able to process service cases, we collect your data and store them permanently!