

Repair terms and conditions for cablecom mobile connect

Important information:

Within the guarantee period:

Our guarantee expressly excludes any damage caused by external influences (e.g. strong vibrations, liquids, humidity, chemicals, sand, dust, heat, cold etc.) The guarantee also excludes guarantee services for any type of damage resulting from improper handling or device manipulation by non-qualified persons. Damage attributable to external influences cannot normally be repaired.

Outside the guarantee period:

If the guarantee for your device has expired, our service centre will contact you. You can then decide whether you would like to have the device repaired at your own cost or whether you would like to get a quote first. In that case, cablecom will not be involved in the repair procedure.

If you prefer not to have your device repaired and you would like it to be sent back to you, you are likely to incur charges. Disposal is free. The terms and conditions of the relevant service centre shall apply.

We guarantee a professional repair of your device by a manufacturer-approved service centre.

Cablecom assumes no liability for files and information of any kind stored on the device. We strongly recommend that you store such data on a separate data carrier before you send in your device. For the duration of the repair, the responsibility for the device solely lies with the manufacturer's certified service centre. Cablecom is not obliged to provide a replacement device for the duration of the repair.

All warranty and liability claims made in connection with devices including accessories are to be submitted exclusively to the manufacturer of the device. Cablecom declines any responsibility related to such claims.

Especially regarding the duration of the guarantee, the additional guarantee terms and conditions of the manufacturer which may be included with the device shall apply. In the absence of other agreements, a guarantee duration of 12 months shall apply. Please note that different guarantee periods may apply to accessories depending on manufacturers' terms and conditions.

For repairs, the following terms must be complied with:

- A copy of the contract must always be enclosed when a device is sent in (this copy will be regarded as the guarantee certificate).
- Devices sent in will only be accepted if they are accompanied by a fully completed repair form.
- The 15-digit serial number (IMEI) of the mobile telephone must be stated on the repair form. If you press the key combination ***#06#**, the serial number will appear on the display of your mobile. **Alternatively, it may be printed on a sticker underneath the battery.**
- Cablecom shall assume no liability for devices which are not sent by registered mail.

Cablecom reserves the right to return devices to you immediately if they do not comply with the above terms. All devices and / or accessories must be sent directly to cablecom GmbH, mobile center, Steigstrasse 2, 8610 Uster. This is the quickest way to get your mobile telephone back. The time required for repairs is usually about 2-3 weeks (no guarantees).

If you have any questions, please do not hesitate to call our helpline on 0848 333 334.

cablecom mobile connect repair form

Please complete in full:

cablecom mobile number (mandatory):

Title Mrs Mr

Name: _____ First name: _____

Address/number: _____ Postcode/town: _____

Phone (daytime): _____ Fax (daytime): _____

E-mail address: _____

Please tick as appropriate:

- | | | |
|---|---|---|
| <input type="checkbox"/> Mobile is damaged. | ➤ | Send in mobile, keep your SIM card. |
| <input type="checkbox"/> Mobile doesn't work. | ➤ | Please check whether your SIM card works in another mobile phone. |
| <input type="checkbox"/> If your SIM card works. | ➤ | Send in your mobile phone, keep your SIM card. |
| <input type="checkbox"/> If your SIM card doesn't work. | ➤ | Please contact our helpline on 0848 333 334 . |

Repair of the following mobile phone:

Mobile brand/model:

Date purchased:

Is your phone's 12-month guarantee still valid? yes no _____

IMEI number (this number will be shown on your mobile's display if you enter ***#06#**):

Accessories that came with your mobile: _____

Fault description: _____

I hereby confirm that I have read and accept the repair terms and conditions for cablecom mobile connect:

Place and date

Signature

Together with the goods to be returned, please send the fully completed form to:

cablecom GmbH
mobile center
Steigstr. 2
8610 Uster