

Sertronic AG  
Lindächerstrasse 1  
5413 Birmensdorf  
Schweiz

### Personal information (please complete in full)

First name:

Last name:

Address.:

City, ZIP code:

E-mail:

Phone number:

**Return form** Please always include a copy of the purchase receipt or warranty certificate.

#### What are you returning?

Device (model):

Device ID/IMEI\*:

\*The 15-digit serial number (IMEI) appears on the mobile phone display with the key combination \*#06# or can be found under the battery on a label.

Has the SIM card been removed?

#### Reason for your return:

The mobile phone does not work (at first use)

What is defective?

The mobile phone no longer works (after use)

What is defective?

### Terms & conditions of repair

Your hardware will be repaired at a service center licensed by the manufacturer.

#### Warranty


A warranty claim can be filed only with a valid purchase receipt. If an inspection of the hardware reveals that a defect is not covered by the current warranty, you will receive a quotation for the repair. The warranty does not cover normal wear and tear, damage through improper usage, damage or repairs made by the buyer or a third party, as well as defects caused by external influences (hard shaking and pressure exertion, damage caused by dropping or knocking, liquids, chemicals, sand, dust, heat, cold, etc.).

In such cases, the manufacturer will reject any warranty claim.

#### Data backup

When repairs are carried out, all data stored on the device will be lost. The customer is solely responsible for backing up their personal data beforehand. The repair center cannot be held liable for lost or corrupt data on mobile phones or other external memory devices.

 **Questions about your plan?** Please contact our Customer Service on 0900 00 44 88 (CHF 1.50/call)

 [helpline@sertronics.com](mailto:helpline@sertronics.com) - sertronics.ch