

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.

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 product postage prepaid in packaging offering sufficient protection for transportation to the following address:
**i.safe MOBILE GmbH
Service Center
i_Park Tauberfranken 10
97922 Lauda-Koenigshofen | Germany**
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 of 20,- € excl. VAT will be charged) 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

You can contact us as follows:

**i.safe MOBILE GmbH
Service Center
i_Park Tauberfranken 10
97922 Lauda-Koenigshofen
Germany**

**service@isafe-mobile.com
fon +49 (0)9343 60148-0
fax +49 (0)9343 60148-99
approachable: monday – friday, 09:00 – 16:00
(not at public holidays)**

i.safe MOBILE GmbH
 Service Center
i_Park Tauberfranken 10
97922 Lauda-Koenigshofen
Germany

Your reference

Please sign your service request form and return it to i.safe MOBILE GmbH.

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

DESCRIPTION OF FAULT (Please check/mark applicable answer)

<input type="checkbox"/> No function	<input type="checkbox"/> Poor reception	<input type="checkbox"/> SIM card recognition		
<input type="checkbox"/> Keyboard	<input type="checkbox"/> Display	<input type="checkbox"/> Touchscreen	<input type="checkbox"/> Tone	
<input type="checkbox"/> Microphone	<input type="checkbox"/> WLAN/BT	<input type="checkbox"/> Battery	<input type="checkbox"/> Case	
<input type="checkbox"/> Battery/standby	<input type="checkbox"/> Software	<input type="checkbox"/> Others		

Fault occurs after min. hrs., continuously or fitful

Other fault description

PACKAGE SENT INCLUDES (Please check/mark applicable answer)

<input type="checkbox"/> Mobile phone	<input type="checkbox"/> Charger	<input type="checkbox"/> Original packaging	<input type="text"/> Other items included with shipment
<input type="checkbox"/> Warranty card	<input type="checkbox"/> USB cable	<input type="checkbox"/> User's manual	
<input type="checkbox"/> Battery	<input type="checkbox"/> Headset	<input type="checkbox"/> Copy of proof of purchase	

YOUR PROVIDER

<input type="checkbox"/> T-Mobile	<input type="checkbox"/> E-Plus
<input type="checkbox"/> Vodafone	<input type="checkbox"/> O2
<input type="checkbox"/> Other	<input type="text"/>

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.