



In-Warranty Repairs

If the faulty device is determined to be in warranty, the device will be repaired or replaced at no cost to you. This will not restart the warranty period or extend the expiry date of the initial warranty period. A 30 day workmanship warranty will be in effect on any repairs or replacement completed by the Repair Centre from the day the device was collected by you. This will not apply to devices collected after 45 days of notification.

Out of Warranty Repairs

If the faulty device is determined to be out of warranty, it will be returned to you. Neither the dealer nor Digicel will be responsible for undertaking repairs or for any charges for assessment and/or repair. All costs will be borne by you the consumer.

Care Tips

The device is made up of a number of sensitive components and should be handled carefully to prevent damage to the device. Please refer to the manufacturer's safety guidelines for details.



Digicel
Better Together

For Repair Queries

Customer Care - Call 100 | guy-ccfrontoffice@digicelgroup.com



DEVICE WARRANTY GUIDE



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Step Device Check

Please complete the following device check with the assistance of a sales representative to make sure your device is working properly before leaving the store:

1. Ensure that all components are in the box.
2. Use the power key to turn the device on/off and press all the keys on the keypad to ensure that they are functional.
3. Ensure that the speaker is functional; make and receive a call if necessary.
4. Check battery and charger; the device should begin charging within 30 seconds of being plugged in
5. Test any additional features; Hands Free, Camera, FM Radio, Set up Internet successfully, Internet able to browse

The 5-Step Device Check was completed

Customer decided not to do the 5-Step Device Check

Customer was informed of the device warranty

Device name, model & colour:

Serial number:

Customer Name:

Customer Signature:

Dealer Rep. Name:

Dealer Rep. Signature:

Warranty and Repair Policy

Once the sale transaction of your device is completed (you leave the store), it will be considered used and the following warranty and repair process will apply if it develops a fault

Warranty Guidelines

Digicel's liability to you is limited to the warranty provided by the manufacturer of the device. Please refer to manufacturer's warranty guidelines for details.

The warranty on the device is for a period of twelve (12) months from the date of purchase as shown on the receipt and six (6) months on accessories packaged and received with the device.

The repair or replacement of the device is the exclusive remedy available to you under the warranty provided.

The Warranty on The Device Does Not Cover

1. Defects or damage resulting from accidents, negligence, misuse or other usage contrary to the instructions set out in the manufacturer's device manual;

2. Defects or damage resulting from improper testing, operation, maintenance, installation, adjustment, alteration or modification by any unauthorized personnel or Repair Centre;

3. Devices where the product serial number has been tampered with, removed or illegible;

4. Damage caused by using accessories, products or software not provided or supported by the manufacturer of the device;

5. Defects or damage caused by food or liquid/moisture or exposure to heat;

6. Defects or damage due to normal wear and tear.

Except as expressly stated in the manufacturer's warranty, there shall be no warranties or representations express or implied, either in fact or by operation of law, statutory or otherwise, including warranties of merchantability, satisfactory quality, durability and fitness for a particular use or non-infringement. There shall be no liability to you whether in contract or tort (including negligence) for any indirect, economic, special, commercial, incidental, exemplary or consequential damages (including damages for lost profits, loss of business revenue or earnings, loss of anticipated savings, loss of data, interference with business) arising from or in connection with the use of the device whether or not the manufacturer and/or Digicel were aware of the possibility of such damages. In no event shall any liability to you exceed the purchase price of the device.

Repair Process

If the device develops a fault that you are not able to correct with the aid of the device manual or our customer care centre, please follow the below steps to access our warranty repairs process:

1. Take the faulty device to the dealer store where it was purchased, along with the sales receipt, and a valid form of ID. The device will not be accepted if these documents are not provided.

2. The dealer will make an initial assessment of whether the device is still covered by warranty based on the warranty guidelines.

3. A Dealer Returns Form will be completed and a signed copy returned to you as confirmation that the faulty device has been accepted for further assessment and possible repairs.

4. The SIM and memory card along with other accessories where applicable will be removed from the device and returned to you for safekeeping and a loaner device may be provided subject to availability at that dealer outlet

5. The device will be sent to an authorised Repair Centre for further assessment. The technician (trained by the manufacturers) will determine after a physical inspection whether or not the device is still **IN-WARRANTY** and proceed with the warranty repair process or return the device to the dealer if the device is **OUT OF WARRANTY**.

6. The repair process will take an average of 15 business days from the date of return to the dealer store and except where the device has major damage or defect or where there exists other circumstances beyond the control of the repairer, to include, acts of God or natural disasters, technical difficulties or inability to procure parts or material for repairs may take longer.

7. You will be notified via SMS, Email or call when the submitted device or replacement is returned to the Dealer agent and is available for pickup.

8. Neither the dealer nor Digicel shall be responsible for devices not collected within 45 days of being advised that it is available for pickup. Devices not collected after 90 days will be discarded.

9. You are required to have valid ID and your copy of the Dealer Returns Form to collect the device. If someone is collecting the device on your behalf, they must produce a valid ID of him/ herself, along with a signed letter of authorization from you, a copy of your ID and the duplicate copy of the Dealer Returns Form.

10. If you were provided with a loaner device, this must be returned along with provided accessories before the device is returned. You will be charged for the loaner device and accompanying accessories should either be damaged or not returned.