



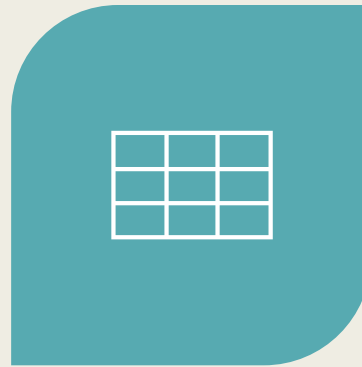
ARBALEST

Warranty Policy

# Arbalest Warranty Policy



1. WARRANTY



2. IN WARRANTY  
Procedure



2. OUT OF WARRANTY  
Procedure

# Warranty

All devices or handsets purchased from Arbalest have a 12-month warranty from the customer's date of purchase. Items covered by warranty include the following malfunctions, Touch Panel, LCD; audio (speaker and microphone); charging, camera; power button and volume control as well as mainboards. Replacements of faulty accessories will only be authorized within 3 months (90 Days) from the customer's date of purchase.

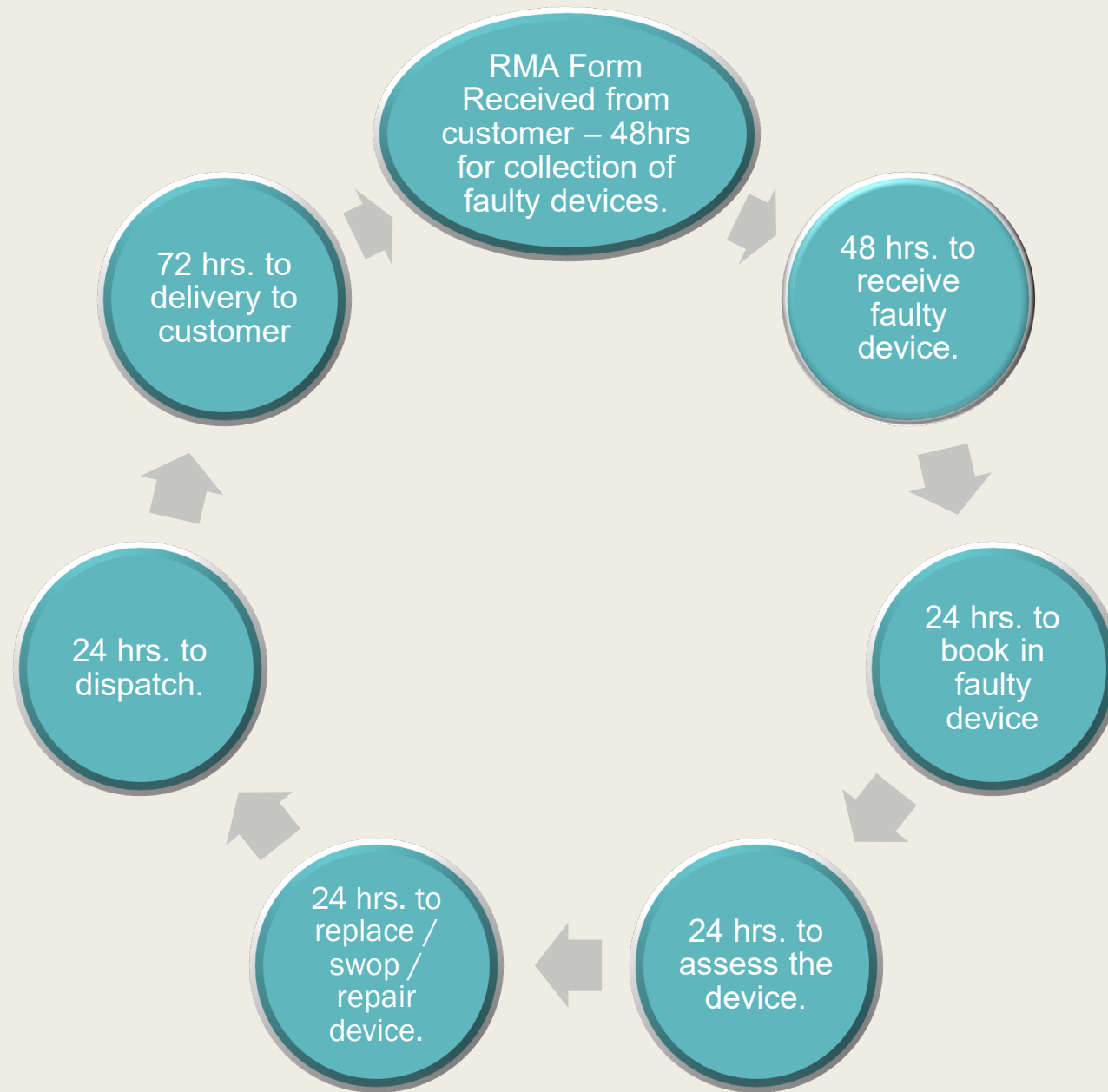
The following faults will void warranty claims:

- Liquid damage to device, including humidity – as assessed by the repair center.
- Visible physical damage to the device
- Damages due to unauthorized repairs prior to device or handset being returned to Arbalest.
- If the device was not purchased from Arbalest

The customer must have the device or handset returned to Arbalest for all warranty claims or repairs. The completed RMA form can be sent to [warranty@arbalest.co.za](mailto:warranty@arbalest.co.za)

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- Devices or handsets must be accompanied by a completed repair form.
- Any accessories must be noted on the repair form. Arbalest cannot be held liable for accessories not detailed on the repair form.
- The turnaround time for all repairs is 7 – 14 working days from the date of RMA form receipt.
- Please remove sim cards from devices before sending for repair.
- Customers are advised to back up their handsets before sending them to Arbalest, as Arbalest will not be held responsible for any loss of information or data during the repair process.
- A confirmation of receipt and RMA number is issued within 24 hours of receiving the device.



# IN WARRANTY Procedure

## Out of Box Failure

An OBF “out-of-box-failure” is defined as a new handset; modem or accessory that is found to be technically faulty within 7 days of purchase.

- *This is a manufacturing fault and includes all faults EXCEPT user negligence i.e., liquid damage, cracked screen, overcharging etc.*

Should a device not meet the OBF criteria, the standard repair process will apply in terms of resolving the reported fault.

**\*\*Please note that Arbalest will only accept repairs of devices purchased from Arbalest. \*\***

- The customer’s proof of purchase and IMEI for the device must be provided to the Arbalest repair center for all OBF claims. We only work with IMEI numbers (IMEI1 for dual sim devices)
- The customer must return the device with all its accessories in the same condition as received when purchased. There must be no physical damage to the handset, device, accessories, or the box.
- A RMA form must be presented with the device.
- The completed RMA form can be sent to [warranty@arbalest.co.za](mailto:warranty@arbalest.co.za)

Handsets which meet the OBF criteria but have been deemed faulty due to dated software issues (incorrect version of software) which can be resolved by means of a software upgrade are not considered OBF.

- A software upgrade will be performed free of charge to resolve the fault. This can be done multiple times.
- Should this software upgrade fail to resolve the fault and the device is deemed faulty within 7 days of the software upgrade and is still within the 14-calendar day period from date of purchase, or delivery, the device will be approved as an OBF.

# IN WARRANTY continued...pg2

## Credits

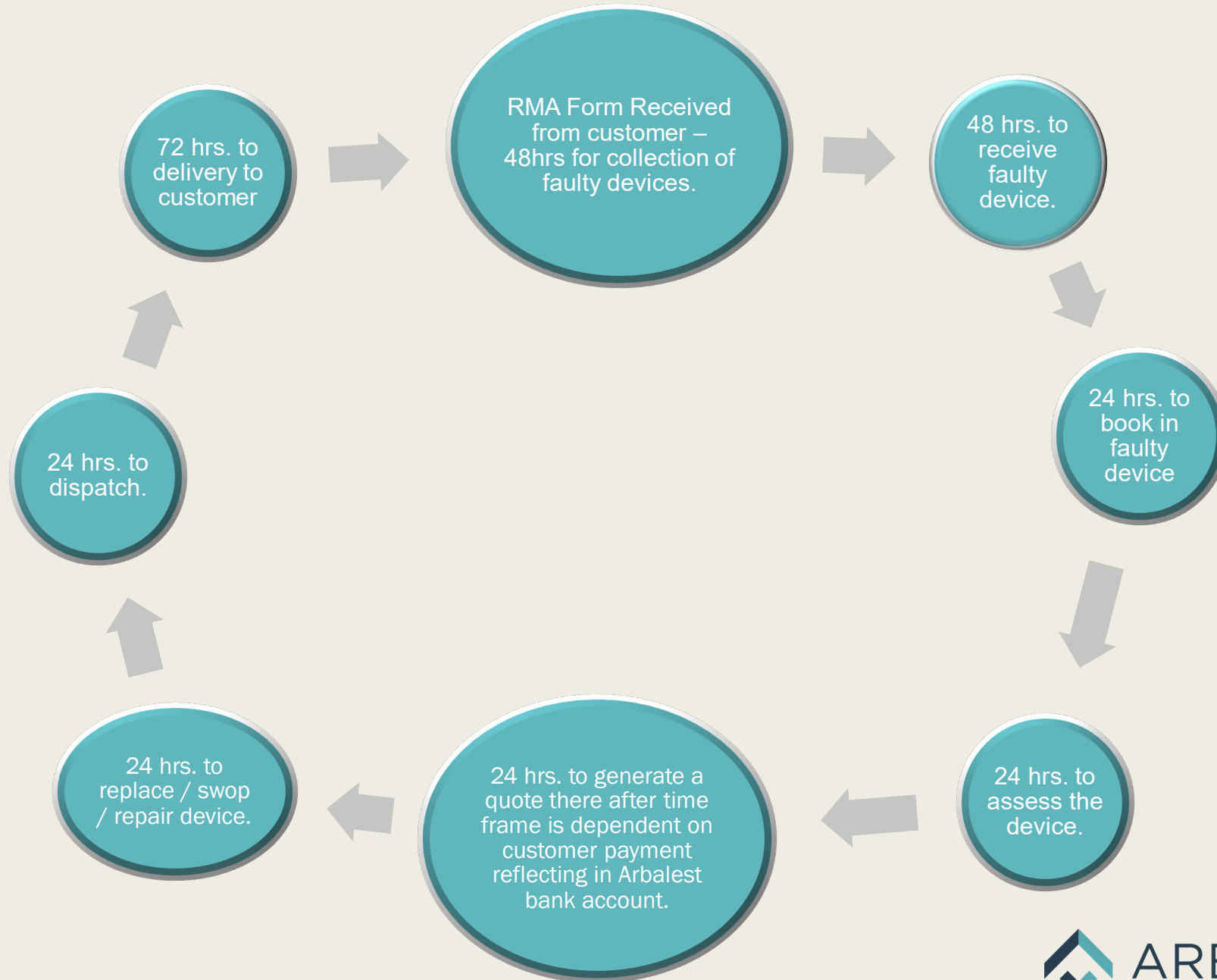
- Credits will be passed under the following conditions:
- Full credits are only passed on goods returned in original packaging within 14 days of purchase.

The following may affect your credit:

- Missing components or accessories in the merchandise

## Out of Warranty Procedure

A technical assessment will be done on the device based on the reported fault. A quotation for the repair of the device will only be generated once the full damage report has been generated.





# OUT of WARRANTY

- Quotes are valid for 14 days from the date of quotation pending spares availability.
- Customers will be sent 3 reminders to make payment.
- Failure to make payment will result in the unit being used to defray costs.
- The maximum allotted time for Arbalest to hold a quoted device without payment is 3 months. (90 days)

\*\*Please note that all out of warranty repairs will be quoted for prior to the device or handset being repaired. Should the quote be rejected, please note that a quote rejection fee of R175.00 inclusive of VAT will be applicable. The device will then be returned to the customer un-repaired once the funds have cleared in our account.

For escalations or repair follow up please contact the below:

(011) 783-6108

warranty@arbalest.co.za