



SERVICE-HANDLING

In order to provide you with the best possible service after your purchase, please note the following instructions for processing your warranty claims. Please note that we can only process your complaint if you have registered it in advance by e-mail or via our online shop.

For unregistered returns or articles that were not purchased from us, we charge a handling fee of € 30,00 (excl. return shipping). For returns that arrive soiled and need to be cleaned first, we charge a fee of € 45,00.

With regards to the manufacturers warranty policy, it is important to distinguish between the following cases:

- 1. Warranty Handling**
- 2. DOA (Dead on Arrival)**
- 3. Multiple Repair**

Contact

Service Hotline: +49 (0) 5744 944 4520

service@wortmann-telecom.de

<https://shop.wortmann-telecom.de/>

WORTMANN TELECOM GmbH

Hankamp 2, 32609 Hüllhorst, Germany · Tel +49 5744 944-4500 · Fax +49 5744 944-4519 · Mail info@wortmann-telecom.de · Web www.wortmann-telecom.de
Management Siegbert Wortmann, Stefan Bollmann · Local Court Bad Oeynhausen, HRB 14584 · Tax ID number: 331/5886/0508 · VAT ID number: DE 301 288 295
Bank details Volksbank in Ostwestfalen eG · IBAN DE90 4786 0125 7106 4263 00 · BIC GENODEM1GTL

1. Warranty Handling

24-month warranty from date of sale by WORTMANN TELECOM GmbH (excluding Apple products with 12 months). Warranty conditions for accessories could be different.*

To register a return, we require the following information and documents from you:

- IMEI/serial number
- Error description
- Invoice number WORTMANN TELECOM GmbH
- End customer invoice with stated IMEI/serial number

The following defects are generally not covered by the manufacturer's warranty – in such cases, a quote will be provided

(if you decline the quote, processing fees may apply, which we will pass on to you):

- Mechanical damage
- Corrosion by liquid
- Use of third-party accessories
- Damage due to incorrect operation
- Unauthorized opening of the device

Please return the device along with all accessories and the original packaging. Before sending it back, please reset all devices to their factory settings. Please also ensure that no accounts, passwords or personal data are stored on the device.

2. DOA

Registration within 5 days after end customer invoice date, always based on calendar days. For timely compliance with the manufacturer's DOA requirements, please send your request to: service@wortmann-telecom.de

To register a DOA, we require the following information/documents from you:

- IMEI/serial number
- Error description

- Invoice number WORTMANN TELECOM GmbH
- End customer invoice with the IMEI/serial number
- Written proof of complaint from the end customer with date

Please remember to include all accessories and original packaging or a DOA request may be denied. Apple: No DOA possible after activation!

3. Multiple Repair

Reversal via the supplier line is only possible under the following conditions:

- At least two repair attempts by a repair center authorized by the manufacturer
- The first attempt took place within the first 12 months after sale to the end customer

- A software update or submissions in which no defect was detected will not be evaluated as an attempt at rectification
- Items with defects due to user errors or mechanical damage cannot be converted

Please remember to include all accessories and the original packaging.

* Information Warranty Period for Accessories

6 months after end customer invoice date: removable batteries, included headsets, chargers, car chargers, car cradles, data cables, adapters, wristbands, covers.

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