

Huawei

Warranty Terms and Conditions

Huawei Device (Hong Kong) Co., Limited warrants to the original purchaser that its Authorized Service Partner shall repair the Huawei terminal which proves defective due to any defects in material or workmanship as under:

Thank you for sharing your interest in purchasing the HUAWEI AppGallery Phone/s and we thank you for putting your trust in our products and services. Kindly read the following information as well as the terms and conditions. The purchase will conclude upon your approval of the Value-Added Service Form.

You agree to the follow-up call from Huawei Service Team to assist you with my journey with my new phone.

You have read and fully understand all specifications of the HUAWEI AppGallery Phone, acceptance of the HUAWEI AppGallery Phone's hardware specification/s, software configuration/s, default factory setting/s and whatsoever.

Terms: The Repaired Product will be covered by the same terms and conditions as this warranty for the remaining original warranty period where within seven calendar days from date of purchase, the product is dead or defective which may occur due to defect of origin, the product shall be replaced after verification by After Sales Center depending on the state and normal wear and tear of the product. Repair a Product damaged by causes other than those set out in items (a) to (n) herein below; at Huawei's sole option, this warranty does not cover any Products:

- a) That have been subjected to misuse, accidental, shipping or other physical damage, improper installation, abnormal operation or handling, neglect, fire, water or other liquid intrusion;
- b) That has been damaged due to repair, alteration, or modification by anyone not authorized by Huawei Authorized Service Centre;
- c) That have reception or operations problems caused by signal conditions, network reliability or cable or antenna systems;
- d) That have defects or problem caused by the use of non-Huawei products or accessories;
- e) From which warranty/ quality sticker, product serial number or electronic serial number has been removed, altered, defaced or otherwise rendered illegible;
- f) That were purchased, used, serviced, or shipped for repair from outside the original country of purchase, or used for commercial or institutional purposes;
- g) That were returned without valid proof of purchase or which proof of purchase or has been altered or is illegible, consisting of the original invoice or sales receipt;
- h) Damaged or deteriorated through normal wear and tear or force

including but not limited to government acts, or decrees, domestic or international disputes, riots, commotions, wars (Civil or otherwise), strikes, flood, fire, earthquake, shortages, supplier defaults, etc, and/or

i) Whereby fraudulent or negligent information was provided to the point of sales (dealers/operators) or Huawei's authorized service/ repair center.

j) This warranty applies only to the hardware components of the Product as originally supplied and does not apply to the pre-installed software or updates.

k) That have defects or damage caused by excessive force or pressure to be applied to the device;

l) Is defective due to any power fluctuation or use of the product is in direct violation with the user manual provided by Huawei.

m) Contains damage caused to SIM/ Memory Card tray due to wrong insertion in the device.

n) That is damaged by improper testing, installation of unauthorized software and unauthorized root access.

You are required to back up your phone before sending to Huawei Authorized Service Centre. Huawei shall not be liable for any loss of data in devices that are repaired or replaced.

For the avoidance of doubt, Huawei and Authorized Service Partner are under no obligation and hereby reserves the right not to repair any Product, which is damaged by any of the causes, set out in item (a) to (n) hereinabove.

You are required to bring your duly filled Huawei warranty card when bringing your device for repairs.

The warranty of the Product extends as listed below:

Smartphone	24 Months	Tablets	12 Months
Battery*	12 Months	Laptop	24 Months
Accessories & charger*	3 months	Scale	12 Months
Watch	12 Months	Monitor	24 Months
Sound system	12 Months	FreeBuds	12 Months
Mate station S	36 Months	Wifi Extender	12 Months
Keyboard & mouse	12 Months	*No Warranty on gift	

*12 months warranty on Batteries

*3 months warranty on Charger & Accessories

Huawei Authorized Service Center



Tamatave Street, Cassis, Port Louis



800 22 19 (Toll Free)



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WhatsApp Number (for any queries): +230 57 57 08 08

Additional support

Huawei Support : https://linktr.ee/mauritius.en?utm_source=qr_code

My Huawei: <https://appgallery.cloud.huawei.com/ag/n/app/C10067631>

Visit Huawei Support App to find its nearest service centre