

POCO Benelux-
Service Solution Document
POCO Phones

Table of Contents

1. POCO Benelux Warranty Guidelines-
2. DOA/Mi.com Remorse Policy and validation criteria
3. End to End return process flows
4. Costs of service
5. Repair Turn Around Time
6. POCO Netherlands Call Center & Service Center Contact Info

1. POCO Warranty Guidelines

1.1 Handling Process for a non-official product

Non-Official products: Are those POCO products which were not sold through the official distribution channels of POCO in Benelux region, these might be direct imports from Asia or other parts of the world.

POCO Authorized Service Centre will only accept official products for service. For clarity, consumers who have purchased non-official products should refer to the original seller directly to get the service or supported needed.

Before a retailer or POCO call center can process a request for service, the device should be checked if it is an official POCO product through the following link

<https://prod-cp-srt.b2x.com/xiaomi-warranty-check/>

If the device was found non-official (grey market), the consumer should be advised to contact the reseller where they have bought the unit from

Note: In case the non-official product has reached the service centre by mistake, the service centre will notify the retailer to collect the device back on their own cost (using retailer logistics) as a “return unrepaired” and the retailer will bear the handling fee against this return.

1.2 What is covered by POCO Warranty?

POCO warrants that the Products are free from defects in materials and workmanship under normal use and use in accordance with the respective Product user manual, during the Warranty Period (defined below).

Note: The invoice or a proof of purchase must be presented before any service can be offered under warranty

1.3 The Warranty Period:

For the POCO products and its original in-box accessories, the following warranty period table applies.

POCO Warranty Period	
Main Device	24 Months
In-box Accessories	24 Months

1.4 What is not covered by POCO Warranty:

POCO Warranty does not cover defects and damage resulting from:

- a) Normal wear and tear of the equipment or otherwise due to the normal aging of the equipment.
- b) The product being used other than in a normal and customary manner.
- c) Any disassembly, repair, alteration, or modifications carried out by anyone other than POCO or an Authorized Service

Center.

- d) Misuse, abuse, negligence, or an accident howsoever caused.
- e) Improper testing, operation, maintenance, installation, or any alteration or modification of the Product.
- f) Spillage of food or liquids, corrosion, rust, or the use of wrong voltage.
- g) Scratches or damage to plastic surfaces and all other externally exposed parts due to normal use.
- h) Usage outside of use permitted under the Product's user manual.
- i) This Warranty will not be available if the serial number or warranty seal on the product is illegible, has been defaced or removed.
- j) The Warranty applies to the Product as originally supplied. The Warranty does not apply to any software or other equipment owned by POCO or third parties however, you should check the end-user license agreement, separate warranty/ guarantee statement(s) and/or any exclusions which are provided or intended to apply to such items.

2. DOA/ Mi.com REMORSE POLICY AND DOA VALIDATION CRITERIA

General DOA Terms and Conditions:

1. The consumer should refer to the Point of Sale where he bought the unit from to raise a DOA claim, if the unit was purchased via mi.com then the consumer should refer to POCO call center to raise it. For clarity, a DOA claim cannot be raised at an authorized service center location directly. A DOA claim can only be raised at the original Point of Sale/ retailer where the consumer has purchased his device from or via POCO call center for devices purchased from Mi.com.
2. DOA Coverage Period from purchase date: a DOA claim can only be processed if the consumer has raised his claim within 15 calendar days from the device delivery date to his location, this applies to all sales channels.
3. For a device to be considered for a DOA claim, the device should have a manufacturing failure. A refund request for no reason is not accepted by POCO and the device will not be eligible for a DOA claim (Unless for Mi.com consumers where a consumer has the right to raise a remorse refund request within 15 accepted even if the device has no defect, but all other DOA, however, all other DOA conditions should be met)
4. A DOA Claim can be only made if the consumer can make the Device along with the original box contents available for inspection (The consumer should bring the device back with the in-box contents to the Point of Sale (PoS) where the device was purchased from on his own (or after alignment with the PoS). The device will then be picked up from the Point of Sale by the service center's appointed courier and shipped to the backend repair site for inspection.

Note: In case of a Mi.com consumer, the pickup will take place from the consumer location. For the detailed DOA inspection process, please refer to section 3.2 of this document.

5. The Original Proof of Purchase (POP) should present by the consumer to the retailer and a copy of it should be retained by the retailer.
6. The device or other box contents (Device and any other in-box accessories) do not show any visible signs of consumer abuse and all in-box contents should be in-tact.
For the retailer to proceed with the DOA claim processing, all the above terms and conditions should be met. If one or more of the above requirements cannot be met, the DOA claim should be rejected towards the consumer and an in warranty or out of warranty repair can be offered to him instead.

Note 1: The role of POCO Authorized Service Center will be limited to the DOA testing/screening and sharing screening results with the retailer, the refund and/or replacement process for the approved DOA claims will be the responsibility of POCO's distributor or retailer.

3.0 End to End return process flows

3.1 B2C Service Return process flow for an official POCO product:

Regardless of the sales channel, POCO consumers in Benelux will have the option to request a repair service for their POCO Phone or Eco product via registering an RMA at B2X Service Partner Portal <https://www.drmobile.eu/en>

(in case of a DOA screening request, the consumer should refer to the point of sale where they bought the unit from, in case of Mi.com consumer in NL with a DOA request, the consumer should contact POCO call center in NL).

Upon creating the RMA at the website, the consumer will have an option to either request a free ship label so that he can drop off the device at one of the supported courier drop-off points on his own or request a door-to-door pickup service.

Once the RMA is created, POCO appointed service center will arrange the pickup from the consumer location or the drop off point and one of the following services will apply at the backend service center.

Note: In case the consumer is in NL, the consumer can also reach to POCO call center to register an RMA, the Service RMA will then be routed to POCO authorized service center and device will be picked from the consumer location accordingly.

- a. **In Warranty Return:** The repair process will be conducted within the agreed turnaround time and device will be shipped back to the consumer's registered address.
- b. **Out Of Warranty Return:** if the returned device was found an out of warranty one or if the consumer initially requested an out of warranty service, after the device has been inspected and tested by the service center(Dynafix), an out of warranty repair quotation (covering labor, spare parts and logistics costs) will be shared with the consumer per email , if the consumer accepts the quotation he will need to complete the payment process online and then the repair process will be completed and device will be sent back to the consumer registered address, if the consumer rejects the quotation, the device will be shipped back (return unrepaired) but the consumer has to pay for the two way logistics fees+ handling fees as shared in the initial repair quotation.
- c. **DOA/Remorse Screening Return (in case of a Mi.com consumer):** The screening process will be conducted by Service Center to ensure that the claimed device meets the DOA criteria set above in section 2 of this document. If the device is DOA compliant, the device should be quarantined at service center warehouse and a DOA acceptance note would be communicated to Consumer and to POCO via XMS DOA RMA update process.

In case the device was rejected as a DOA claim, the device will be returned as is unrepaired to the consumer.

3.2 Returns via Carrier stores, retail shops or POCO Mi Stores:

Mi. consumers in Benelux can also reach out to the point of sale where they have bought their device from (this is obligatory in case the consumer would like to register a DOA screening RMA)

Once the consumer has reached the PoS and dropped of his device for service, the point of sale will use the existing API integration or access to the partner portal provided by POCO Service Center Dynafix, an RMA will then be registered and a pickup from the point of sale will be arranged by the appointed courier as follows.

- a. **In Warranty Return:** The repair process will be conducted within the agreed (TAT) and device will be shipped back to the same retailer where the device was originally dropped off at or directly to consumer location (per PoS request)
- b. **Out of Warranty Return:** If the returned device was found an out of warranty one or if the consumer initially requested an out of warranty service, after the device is inspected and tested by the service center (Dynafix), an Out of warranty repair quotation (covering labor, spare parts, and logistics fees) will be shared with the retailer via the system integration or RMA Portal. The retailer should in turn contact the consumer for approval, if the consumer accepts the quotation, the repair process will be completed and device will be sent back to the retailer, if the consumer rejects the quote, the device will be shipped back (return unrepared) but the consumer has to pay for the 2-way logistics fees+ handling fees.

c. **DOA Screening Return:**

The screening process will be conducted at the service center (Dynafix) to ensure that the claimed device meets the DOA criteria.

If the device is DOA accepted, then it should be quarantined at Service Center's warehouse and, a DOA acceptance or rejection note should be communicated to the POS via System Integration or the RMA portal, and the retailer should then raise a commercial claim towards the distributor or towards POCO. The DOA accepted units should then be kept at service center till collected by POCO.

In case the DOA claim was rejected, the device will be returned to POS as is, unrepared.

4.0 Costs of Service

4.1 In Warranty Repair:

POCO will bear the cost of logistics 2 ways + cost of labor+ spare parts.

4.2 Out of Warranty Repair:

- **Consumer accepted the quotation:** The Consumer will be charged the cost of logistics 2 ways+ labor cost+ spare parts cost based upon the consumer pricing defined by POCO in addition to the VAT.
- **Consumer rejected the quotation:** (Return unrepared): The Consumer will bear the cost of transport+ handling fees as outlined in the initial quotation shared with the consumer.

4.3 DOA screening or Remorse check service:

POCO will bear all costs related to transport and screening fees. In case of Mi.com remorse case, the consumer will bear the cost of shipping the device back to service center.

5. Repair Turn-Around Time:

The service turn-around time for the different services can be summarized as follows:

End to end Service Turn Around Time= 5 days on average.

6. Contact Information:

6.1 POCO Netherlands Call Center (Netherlands)

Contact Number: 0800 3344553

Opening hours: Monday - Friday 9 am-6pm

6.2 POCO Service Center- for Benelux

Dynafix

Daelderweg 21, 6361 HK Nuth, The Netherlands

For end consumers: <https://www.drmobile.eu/en>