

**Wiko**  
Game changer.



# WIKO PRO AFTER-SALES: HOW DOES IT WORK?

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Customer Care BENELUX

# Contents



- I. On-line registration of your returns to the After-Sales Service
- II. Standard After-Sales Service under warranty (*telephone or accessory*)
- III. After-sales out of warranty (*quotation issued*)
- IV. Defect On Unpacking and Defect On Arrival



To ensure swift and efficient After-Sales processing, all returns must be registered by us beforehand.

**Any package received without a return authorization cannot be processed within the contractual deadlines.**

# Accessing Your Web Interface

FR NL DE

For improved processing of your After-Sales returns, we have put in place a on-line registration tool : [www.dil.lu](http://www.dil.lu)

## Using this 3-in-1 tool you can:

### ✓ Create your RMA requests

- Standard After-Sales under warranty (*telephone or accessory*)
- After-sales out of warranty (*quotation issued*)
- Defect On Unpacking** and **Defect On Arrival**

### ✓ Track the progress of your files

- Choice of several search elements: IMEI, Wiko reference, your internal reference, model, status or the creation date.
- Validate your quotations directly (Validate/refuse/Abandon)-You may view your files up to 2 years after their closure

The image shows two screenshots of the Wiko web interface. The left screenshot displays a navigation menu for 'DIL' with options: Presentatie, Organisatie, Merken, Uitrusting, Algemene voorwaarden, and Contact. The right screenshot displays a navigation menu for 'Partnersite' with options: Onthaal (selected), Verzoek voor herstelling, Verzendlijst, Opvolging van herstellingen, Lijst met retours, Rekeningafschrift, Hulp Online, Diagnostische Hulp, Codes statuut, Garantievoorwaarden, Helplines Fabrikanten, and Uitloggen. A red circle highlights a login form in the center, which includes fields for 'Gebruikersnaam' and 'Paswoord', a 'Login' button, and links for 'Paswoord vergeten?' and 'Nieuwe account'.

# Accessing Your Web Interface

You will be able to access your web account using a Login and Password.

To obtain these,



**Partnersite**

Gebruikersnaam :

Paswoord :

**Login**

[Paswoord vergeten ?](#)

[Nieuwe account](#)



**Aanvraag referentie**

Firma :

Kontaktpersoon :

Adres :

Postcode :

Stad :

Telefoonnummer :

Faxnummer :

E-mail adres :

BTW nummer :

Branche :

Openingsuren :

**Zenden**

Opgelet : Alle velden dienen te worden ingevuld

# Standard After-Sales Service under warranty

All of our handsets come with a 24-month warranty (*software and hardware defects*)

Within this framework, we cover the shipping costs free of charge as well as any repairs covered by the warranty (*exclusions apply*).

In order to register your file, please provide:

- ✓ IMEI numbers (*located on the back of your telephone, beneath the battery*)
- ✓ Model
- ✓ Purchase date
- ✓ Details of the defect
- ✓ Your internal file no. (*if you have one*)
- ✓ Etc....

To create your file, click on:

" Verzoek voor herstelling «*Demande de réparation* » and simply follow the instructions...

Preparing the package:

*The telephone must be sent bare (with the battery outside of the telephone) and no additional elements are to be enclosed\*.*

- ✓ You must include the purchase invoice.
- ✓ Pick up organized by DIL

Processing deadlines:

Within a maximum of 15 calendar days as of receipt (average TAT +/- 5 opening days)

The screenshot shows a navigation menu titled "Espace Partenaires" with the following items: Accueil, Demande de réparation (highlighted in orange), Liste des envois, Suivi des réparations, Liste des retours, and Relevé de compte.

The screenshot displays two sections of a web form. The top section, "Informations Client Final", includes fields for "Votre N° dossier", "Nom", "Prénom", "Société", "Adresse", "Code Postal" (with a dropdown for "B-"), "Ville", and "Tél". To the right, there is a "Gagner du temps : communiquez par SMS et E-Mail !" section with instructions and fields for "N° Mobile" (with a dropdown for "BE") and "E-mail". The bottom section, "Matériel", has radio buttons for "Mobile", "Tablette", and "Accessoire". It includes fields for "\* Marque", "\* Modèle", "\* N° IMEI", "Code de sécurité", "\* Garantie administrative" (with "Oui" selected), and "\* Date d'achat". A "Livré avec:" section contains checkboxes for various accessories: Facture, Batterie, Chargeur, Boîte originale, Carte mémoire, Cover Batterie, Orellette, Stilet, Cable USB, Car Charger, Dragonne, and Manuel. There is also an "Autres:" field.

\* if the accessory is involved by the fault please return it



# Standard After-Sales Service out of warranty

As breakage and impact are not covered by the manufacturer's warranty, you will systematically be issued with a quotation if the unit is repairable. If not, the product is returned free of charge (not repaired)

In order to register your file, please provide:

- ✓ IMEI numbers (*located on the back of your telephone, beneath the battery*)
- ✓ Model
- ✓ Purchase date
- ✓ Details of the defect
- ✓ Your internal file no. (*if you have one*)
- ✓ Etc....

To create your file, click on:

" Verzoek voor herstelling «*Demande de réparation* » and simply follow the instructions...

Preparing the package:

*The telephone must be sent bare (with the battery outside of the telephone) and no additional elements are to be enclosed\*.*

- ✓ You must include the purchase invoice.
- ✓ *Pick up organized by DIL*

Processing deadlines:

7 days to draw up the quotation upon receipt

Repaired within a maximum of 15 calendar days upon acceptance of the invoice(subject to availability of components)

Espace Partenaires

- Accueil
- Demande de réparation**
- Liste des envois
- Suivi des réparations
- Liste des retours
- Relevé de compte

Informations Client Final

Votre N° dossier :

Nom :

Prénom :

Société :

Adresse :

Code Postal : B-

Ville :

Tél :

**Gagner du temps : communiquez par SMS et E-Mail !**

En remplissant le N° de mobile et l'adresse E-mail de votre client, informez-le en un clic que sa réparation est disponible.

N° Mobile :  BE

E-mail :

Matériel

Mobile  Tablette  Accessoire

\* Marque :

\* Modèle :

\* N° IMEI :

Code de sécurité :

\* Garantie administrative :  Oui  Non

\* Date d'achat :

Livré avec :

* Facture	<input type="checkbox"/>	Oreillette	<input type="checkbox"/>
Batterie	<input type="checkbox"/>	Stylét	<input type="checkbox"/>
Chargeur	<input type="checkbox"/>	Cable USB	<input type="checkbox"/>
Boîte originale	<input type="checkbox"/>	Car Charger	<input type="checkbox"/>
Carte mémoire	<input type="checkbox"/>	Dragonne	<input type="checkbox"/>
Cover Batterie	<input type="checkbox"/>	Manuel	<input type="checkbox"/>

Autres :

Symptômes

Symptôme n°1

# Defect On Unpacking / Defect On Arrival

Validation conditions:

DOU: Product on which the defect was detected prior to sale (no purchase invoice) & In stock for less than 3 months

DOA: Defective product returned to the point of sale within a maximum of 7 days

To enable us to validate the DOU/DOA and issue an exchange of the product, the latter must fulfil certain conditions :

- ✓ Returned within 7 calendar days of the date of purchase (period between the date of billing the final customer and After-Sales return in-store, inclusive)
  - ✓ Complete box
  - ✓ Telephone in excellent condition
  - ✓ Defect validated by our experts
- The final validation of the DOU/DOA will only occur following acceptance and diagnosis by our experts.  
→ **Therefore, no exchange may be made beforehand at your point of sale.**

During processing you will receive an e-mail informing you of the validation/refusal of your DOU/DOA claim.

→ **DOU/DOA validated:** SWAP issued

→ **DOU/DOA refused:** standard repair *(under warranty)* or Out of warranty repair in case of exclusion.



## WARRANTY CONDITIONS AND EXCLUSIONS

### I. Manufacturer's warranty

The product may consist of several parts that may have separate warranty periods. The WIKO mobile device is warranted for 24 months from the date of purchase \* and 6 months for accessories \*. The warranty period begins at the time of purchase of the product by its first end user. To the extent permitted by the laws in force in each country, the resale of the product, its repair or replacement, if any, will not result in an extension of the warranty period (repaired parts or replacement product supplied will be guaranteed For the remaining period of the initial warranty period or for 90 days from the date of replacement or repair). All parts of the product and any other equipment replaced become the property of WIKO. To repair or replace the product, WIKO is able to use new, refurbished or similar parts or products to new equipment. In the event of failure of your device under normal conditions of use, You are invited to contact your dealer or a WIKO authorized center or contact the WIKO support cell via our website ([www.wikomobile.com](http://www.wikomobile.com)). • Consider backing up your data in your product as it may be lost during repair or in case of a change. WIKO can not be held liable for any damage or loss of contents due to the repair or exchange of your device. Warranty and exclusion conditions

When sending your product, it is important to : - Respect the instructions issued by WIKO to send your product. - Provide the original proof of purchase stating distinctly the name and address of the seller, date and place of purchase, Type of product and serial number and IMEI • This warranty only covers defects in material (parts), design or manufacturing defect.

She does not cover:

1. Normal wear and tear (including, but not limited to, camera lenses, batteries and screens) requiring periodic repairs and replacements.  
Defects due to improper handling or mishandling of the product (false maneuver, fall, shock, etc.).
2. Defects and damages resulting from improper use of the telephone, in particular use contrary to the operating and maintenance instructions provided by WIKO (found in your phone's user manual).
3. Modifications or repairs carried out by unauthorized persons.
4. Battery short-circuited, cell damaged, traces of forced opening.
5. Defects related to the product being used or connected to equipment or software not approved by WIKO. Some defects may be caused by viruses due to unauthorized access by you or a third party to services, computer systems, other accounts, or networks. This unauthorized access can take place by hacking, or misappropriation of the password or by various other means.
6. Different use of the product from that for which it was designed.
7. Using or connecting an improper or damaged accessory.
8. Exposure of the product to moisture, extreme temperature variations, corrosion, oxidation, contact or contact with food, liquids, chemicals, Alter the product.
9. Mobile broken or damaged shell, apparent shock.
10. Accidents or natural disasters or any other cause beyond the control of WIKO, such as, but not limited to, water, lightning, fire, electrical surges, etc.
11. Software update due to network parameter changes.
12. Damage to the battery due to excessively long loading and / or failure to observe the recommendations and instructions for use and safety as stated in the product instructions.
13. Product failure due to improper installation or use of the product (use not for the purpose for which the product is intended or the technical or safety standards in force in the country where it is used, etc.).
14. Maintenance of the product not in accordance with WIKO's instructions or neglect in the care of the product.
15. Opening, modification or repair by a person not belonging to a center approved by WIKO with spare parts not approved by WIKO.
16. Modification, change, degradation, illegibility of the IMEI number, serial number or EAN of the product.

# USEFUL ADDRESSES

WIKO BENELUX



**E-mail de contact CRA pour Wiko**  
[info@dil.lu](mailto:info@dil.lu)

**Lien pour suivre les retours**  
<http://www.dil.lu/>

**Adresse postale CRA:**  
DIL  
Rue des romains, n°211  
L-8041 Bertrange  
Luxembourg

**FAQ:**  
BE-NL: <http://be-nl.wikomobile.com/faq-0-veelgestelde-vragen>  
BE-FR: <http://be-fr.wikomobile.com/faq-0-foire-aux-questions>

THANK YOU

