



Xiaomi Benelux-
Service Solution Document
Xiaomi Phones and ECO Products

Table of Contents

1. Xiaomi 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. Xiaomi Netherlands Call Center & Service Center Contact Info

1. Xiaomi Warranty Guidelines

1.1 Handling Process for a non-official product

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

Xiaomi 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 Xiaomi call center can process a request for service, the device should be checked if it is an official Xiaomi product through the following link provided by Xiaomi.

Xiaomi Public XMS 2.0 URL:

gl.xms.be.xiaomi.com

Account id: 1200061514

Password: ab446655

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 Xiaomi Warranty?

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

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

1.4 What is not covered by Xiaomi Warranty:

Xiaomi 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 Xiaomi 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 Xiaomi 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 Xiaomi 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 Xiaomi 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 Xiaomi 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 Xiaomi 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 Xiaomi's distributor or retailer.

3.0 End to End return process flows

3.1 Validating the consumer device before sending it to Service

Before a retailer or a Mi Store or even Xiaomi call center can process a service request for a Device for DOA screening or a Repair RMA, the device should be checked if it is an official Xiaomi product through the following link released by Xiaomi:

Xiaomi Public XMS 2.0 URL:

gl.xms.be.xiaomi.com

Access credentials:

Account id- NL: 1200061574

Account id- BE: 1200061584

Account id- LUX: 1200061594

Password: ab446655

If the device was found non-official, the device cannot be serviced by Xiaomi Authorized Service Center and the consumer should be advised to contact the reseller where they have bought the device from.

In case a 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.

3.2 B2C Service Return process flow for an official Xiaomi product:

Regardless of the sales channel, Xiaomi consumers in Benelux will have the option to request a repair service for their Xiaomi 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 Xiaomi 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, Xiaomi 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 located in NL, the consumer can also reach to Xiaomi call center to register an RMA, the Service RMA will then be routed to Xiaomi 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 Xiaomi 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. Returns via Carrier stores, retail shops or Xiaomi 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 off his device for service, the point of sale will use the existing API integration or access to the partner portal provided by Xiaomi 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 unrepaired) 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 Xiaomi. The DOA accepted units should then be kept at service center till collected by Xiaomi.

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

Figure 2 shows the end-to-end service return process flow via a carrier store, retail shop or a MI. Store.

4.0 Costs of Service

4.1 In Warranty Repair:

Xiaomi 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 Xiaomi in addition to the VAT.
- **Consumer rejected the quotation:** (Return unrepaired): 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:

Xiaomi 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 Xiaomi Netherlands Call Center (Netherlands)

Contact Number: 0800 3344553

Opening hours: Monday - Friday 9 am-6pm

6.2 Xiaomi Service Center- for Benelux

Dynafix

Daelderweg 21, 6361 HK Nuth, The Netherlands

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

Annex 1: Mi Scooters special handling instructions at retailers or at Mi. Stores

This Annex 1 help the retailers and the Mi Stores understand what steps should be taken When selling a Mi Scooter device to Xiaomi consumers and what should be done in case the consumer would like to send his device for service afterwards.

1.1 Pre-sales support for Mi Scooters Consumers:

- 1.1.1 Please mark the Serial Number of the scooter on the invoice/ or the proof of purchase.
- 1.1.2 Please remind the consumer to keep the carton and packaging materials intact because the device may need to be packed in the original cartoon again in case it should be returned to service.
- 1.1.3 Please remind the consumer that he can always login to Mi.com where there will be some simple troubleshooting techniques and videos to help him solve some simple problems on his own if any.

1.2 After-sales support for Mi Scooters Consumers

- 1.2.1 in case the consumer would like to raise a service request, the consumer's invoice/ or proof of purchase needs to be checked to see if the device is still under warranty.
- 1.2.2 If the consumer would like to return the Scooter for repair, it is recommended that he provides his original carton and packaging material so that it can be used during transport towards the service center.
- 1.2.3 Please check the physical appearance of the scooter and confirm with the consumer that there are no signs of misuse. If possible, please take a photo as a record.
- 1.2.4 Ask the consumer to describe the device fault carefully and fill in the RMA carefully.
- 1.2.5 Pack the scooter properly as outlined in photos 3-4 below and then wait for the pickup done by the courier sent by the service center.

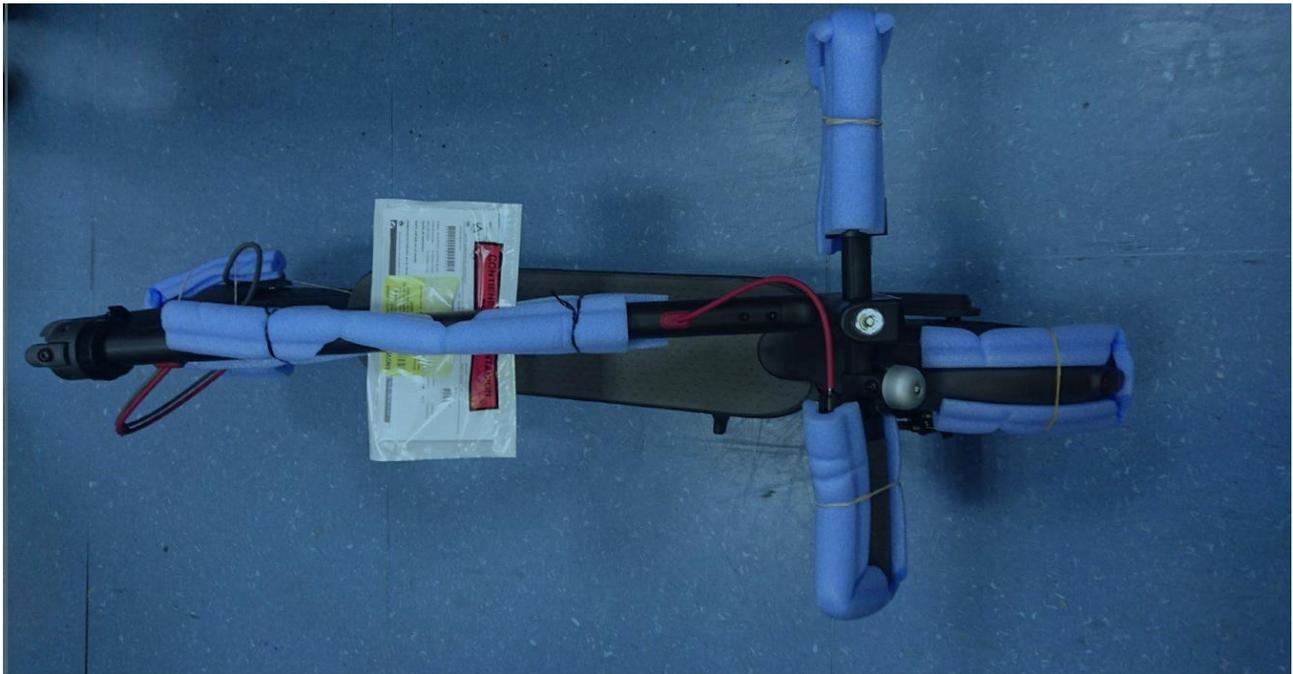


Photo 3: Protection of sensitive parts

Note: in case of a DOA claim, the retailer should make sure that all the original box contents are packed into the original box and that screws are placed back in its place



Photo 4: wrapping the Scooter with a bubble bag for an extra protection during transport



Xiaomi Benelux- TV-Service Solution Document

Table of Contents

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

1. Xiaomi Warranty Guidelines

1.1 Handling Process for a non-official TV product

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

Xiaomi 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 Xiaomi call center can process a request for service, the device should be checked if it is an official Xiaomi product through the following link provided by Xiaomi

Xiaomi Public XMS 2.0 URL:

gl.xms.be.xiaomi.com

Access credentials:

Account id- NL: 1200061574

Account id- BE: 1200061584

Account id- LUX: 1200061594

Password: ab446655

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 Xiaomi Warranty?

Xiaomi 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 Xiaomi Smart TV devices and its original in-box accessories, the following warranty period table applies.

Xiaomi TV Warranty Period	
Main Device	24 Months
In-box Accessories	24 Months

1.4 What is not covered by Xiaomi Warranty:

Xiaomi 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 Xiaomi 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 Xiaomi 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 in order to raise a DOA claim, if the unit was purchased via mi.com then the consumer should refer to Xiaomi 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 Xiaomi 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 (Mi.com terms apply)
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 Xiaomi 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 TV 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 be presented by the consumer to the retailer and a copy of it should be retained by the retailer.
6. The device or other box contents (TV 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 Xiaomi 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 Xiaomi's distributor or retailer.

3.0 End to End return process flows- Mi TV

3.1 Validating the consumer device before sending it to Service

Before a retailer or a Mi Store or even Xiaomi call center can process a service request for a TV Device for DOA screening or a Repair RMA, the device should be checked if it is an official Xiaomi product through the following link released by Xiaomi:

Xiaomi Public XMS 2.0 URL:

gl.xms.be.xiaomi.com

Access credentials:

Account id- NL: 1200061574

Account id- BE: 1200061584

Account id- LUX: 1200061594

Password: ab446655

If the device was found non-official, the device cannot be serviced by Xiaomi Authorized Service Center and the consumer should be advised to contact the reseller where they have bought the device from.

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.

3.2 General MI TV Service Policies/Guidelines:

3.2.1 Service Policy based on Device Size:

- **In case of small TV devices $\leq 32''$:** The consumer would be asked to carry in his device to the Point of Sale/Retailer where the unit was purchased from. Pickup and return will then be managed by appointed service provider from/to point of sale and the repair will be conducted at the backend central repair hub. Or consumer can register an RMA at Dr. Mobile and then a pickup from consumer location, repair and return will be arranged by Xiaomi TV service Partner in Benelux (Dynafix)
- **In case of a bigger than 32'' Device:** The consumer can directly reach out to Xiaomi Call Center where an RMA will be registered and forwarded to the TV Service Center for fulfilment- over B2X Call Center Portal or register an RMA at Dr. Mobile-. The service will then be offered on-site at consumer location after the TV service center has set an appointment with the consumer.
However, the consumer may also decide to return their device voluntarily to the Point of Sale on their own, in that case the device will be picked up from the PoS, repaired at central backend repair site and returned to PoS will be offered by B2X Partner/TV Service Center

Note: Before an appointment for an on-site service is setup by the service center, the service center will do a repair avoidance/remote repair attempt (via an outgoing phone call to consumer) to try to fix the issue remotely. Only in case this attempt fails, an appointment for an on-site service can then be agreed and made.

3.2.2 Service Return Channels available for Xiaomi TV Consumers:

- **Xiaomi TV Consumer can reach out to Xiaomi call center** to register a service RMA, the RMA will be automatically forwarded to TV Service Center(B2X Service Partner) over B2X Call Center module, the service center will in turn make a call to the consumer to verify the failure details, collect consumer information and run a repair avoidance attempt over the phone and advise consumer about the service options based on device size as outlined under point 1 above (based on device size)
- **Or the consumer can register a service request directly at Dr. Mobile** (service website belonging to Dynafix) and the repair process starting with an outgoing repair avoidance will be initiated accordingly(Note: in case of a DOA/Remorse request, request can not be made via Dr. Mobile)
- **OR the consumer** can directly reach out to the Point of Sale where the unit was purchased from, the Point of Sale/retailer will receive the faulty device from the consumer and will request register an RMA at existing partner portal at service center or via email and will pack the device and prepare it for pickup by service center , the device will then be picked up by the service center's appointed courier, repair to be conducted at the central backend repair site and device shall be shipped back to PoS or directly to consumer location(per agreement with PoS or consumer)

3.2.3 Mi TV LCD Failure handling:

LCD module replacement is not supported by Xiaomi. Hence, in case of an in-warranty LCD defect where the LCD module needs to be swapped, the whole device should be swapped with a complete swap unit.

In case of an out of warranty repair with an LCD defect, the consumer should be advised to consider purchasing a new device because the LCD module replacement is not possible.

3.2.4 Wall-Mounting Service:

Wall mounting service is not a part of the in-warranty service offerings provided by Xiaomi, In case of a wall mounting service request, Xiaomi call center or service center will advise the consumer to contact any of service providers of their choice to do this service on their own.

3.2.5 DOA Screening/Remorse Handling:

- Retail consumers should request a DOA/Refund service via the retailer or point of sale (PoS) where he has purchased his device from, and the consumer should carry in his device back to that Point of Sale or agree with the seller on how to return the device to the shop.
- Only Mi.com TV consumers can request a DOA screening or Remorse via Xiaomi Call Center, a DOA screening/remorse check RMA will then be created by the call center the device will then be picked up from consumer location for screening at the backend central repair location.

4.0 Costs of Service

4.1 In Warranty Repair:

Xiaomi will bear the cost of logistics 2 ways and/or travel fee to the consumer location + cost of labor+ spare parts+ outgoing call fees and empty box shipment fee(if applicable). The in-warranty service does not cover any maintenance or installation service.

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 Xiaomi in addition to the VAT.
- **Consumer rejected the quotation:** (Return unrepaired): The Consumer will bear the cost of transport+ handling fees as outlined in the initial quotation shared with them.

4.3 DOA screening or Remorse check service:

Xiaomi will bear all costs related to transport and screening fees. In case of remorse, the consumer will bear the cost of shipping the device.

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. Xiaomi Benelux Call Center & Service Center Contact Info -Mi TV

Xiaomi Netherlands Call Center (Netherlands)

Contact Number: 0800 3344553

Opening hours: Monday - Friday 9 am-6pm

Xiaomi Service Center- for Benelux

Dynafix

Daelderweg 21, 6361 HK Nuth, The Netherlands

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