

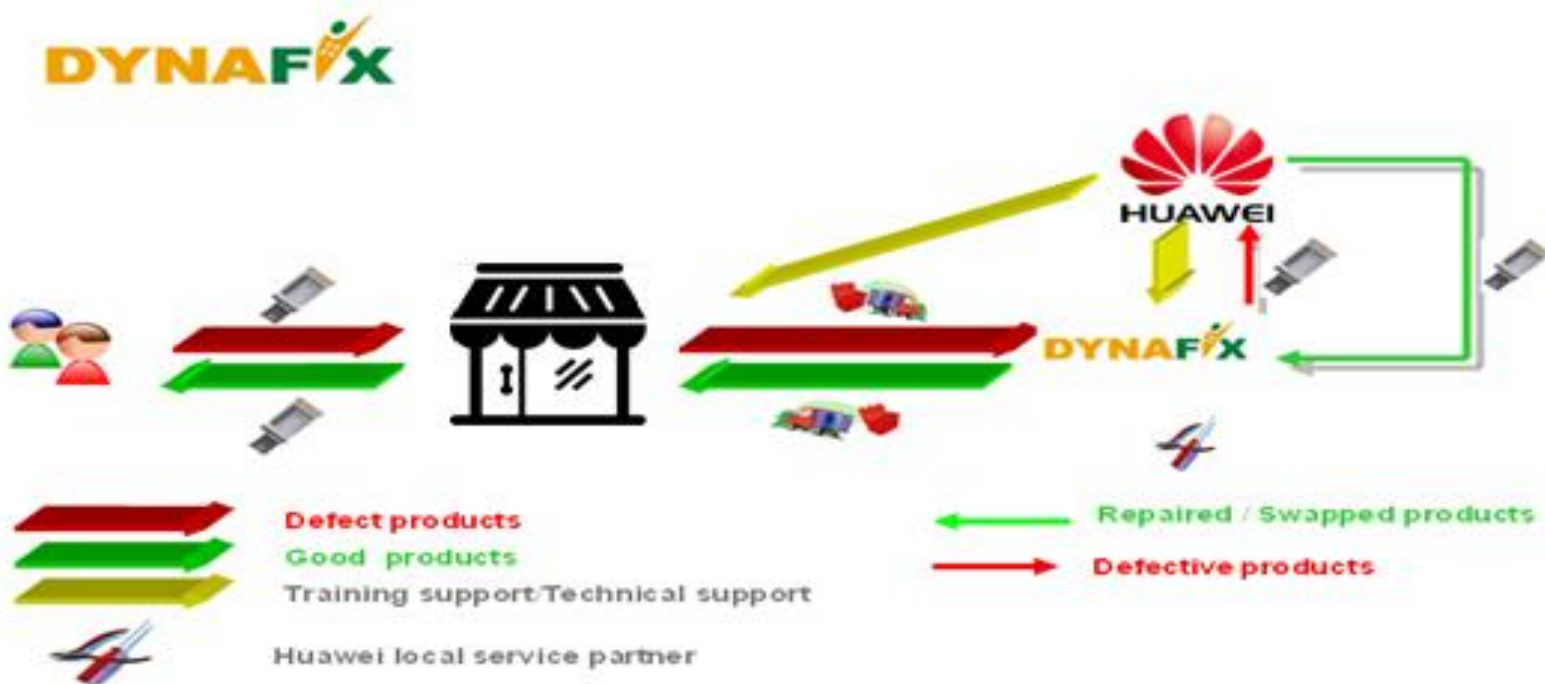
HUAWEI Belgium Service Business Overview

www.huawei.com

HUAWEI DEVICE CO., LTD



B2B Service Network



- Please Contact Dynafix for DOA and Defective Products <http://web.dynafix.com/nl/dynafix/contact>

DOA Criteria

- **Defect On Arrival” (“DOA”) means a Defect in the unit of Handset sold to end-users by Purchaser.**
- **DOA Criterion:**
 - **1,Purchase invoice must be attached;**
 - **2,Unit must have fault fifteen(15) days of sale to end user;**
 - **3,Unit must have a legitimate fault that can be duplicated;**
 - **4,The fault which caused by network ingredient or wrong settings from the end user will be refused;**
 - **5,Unit must be complete as originally packed;**
 - **6,Original box: The IMEI number which printed on the box must be the same as device**
 - **7,Accessories: The accessories (Manuals, USB Cables, Charger, Software CD, Battery etc.) must be complete as original unit;**
 - **8,Unit must be free of obvious physical or mechanical damage or liquid ingress.**

B2C Service Network

Website support/

<http://consumer.huawei.com/be-fr/>

<http://consumer.huawei.com/be>

Know the latest information of Huawei Device fast and directly
Get Huawei terminal product information and solution
Download product manual and software swiftly

Call Center

Hotline Number: 0800 23 711

Provide professional service according to operator's requirements including customer consultation, technical support and repair status enquiry, etc.

Mail box Support

Mobile.be@huawei.com

Escalate the problem to R&D department and answer customer's question and give professional solution

Social Media Support

<https://twitter.com/HuaweiServiceBE>

Communicate with Huawei technical engineer via social media, and receive Huawei official news, such as new product information, software launching notice, etc. @HuaweiServiceBE

Hi Care Online Support

<https://play.google.com/store/apps/details?id=com.huawei.phoneservice>

HiCare is a google app for services and provides consumer with common online services including customer services, issue feedback, user guides, service centers and self-service.

3 Years VIP Service Overview



3 JAAR
GARANTIE

+

3 DAGEN
REPAIR SERVICE

3 years warranty: Consumer can register 3 Years VIP service and receive a 3 years warranty from Huawei for free.

3 days Pickup& return service: consumer can call for a pickup&return repair service, the D2D total around time is 3 days