



NOKIA AFTERSALES PROCEDURES

1. **Nokia Feature phones: page 2 & 3**
2. **Nokia Smart phones: page 4**
3. **Nokia Tablets: page 5**

1. Nokia Feature Phones

Is the Nokia Feature phone one of the following models?
Nokia 105, Nokia 105 (2017), Nokia 105 (2019), Nokia 105 4G, Nokia 106, Nokia 107, Nokia 108, Nokia 110/110 4G, Nokia 130, Nokia 130 (2017), Nokia 130 (2019), Nokia 150, Nokia 150 (2020), Nokia 210, Nokia 215, Nokia 216, Nokia 220 4G, Nokia 222, Nokia 225 4G, Nokia 230, Nokia 2660 Flip, Nokia 3310 3G, Nokia 3310 4G, Nokia 5310, Nokia 5710 XA, Nokia 6310, Nokia 8210 4G

YES

Does the customer have a receipt within 24 months of purchase?

NO

YES

No physical or liquid damage?

NO

YES

**Can you identify/confirm the technical fault the customer reports?
(Dissatisfaction of the customer is NOT a valid reason and will be rejected)**

NO

YES



NO CREDIT NOTE

NO

IMEI-code is bought via A&C-Systems?

YES

Phone will not go into repair process but the Nokia / HMD credit note procedure is applicable

Nokia / HMD credit note procedure

1. Customer will get immediately a new sales pack out of stock from the shop.
2. Retailer fills in [this file](#)
3. Once a month retailer sends excel file to: sav.credits@ac-systems.com.
4. Retailer will return the defective device to the distributor.
5. Retailer will get a credit note from distributor (latest purchase price) if requirements (see page 2) are met. This credit note will be sent within 30 days after sending this excel file.
6. Until 60 days after sending the excel file to the distributor, the retailer must keep the defective products available as well as the proof of purchase of the end user for audit by the distributor.
7. Defective Feature Phones out of after service scope will never be repaired and will be destroyed without previous warning

2. Nokia Smart Phones & Nokia KaiOS phones:

A. DOA:

When the defect is determined within 14 days after purchase end user and there is no physical or liquid damage.

1. End user will get immediately a new sales pack out of stock from the shop or a credit note
2. Shop needs to add a DOA-request to Dynafix (service partner of HMD/Nokia) on: <http://web.dynafix.com>
3. when Dynafix has approved the defective product for warranty the shop receives a credit note.

B. Repair:

When the defect is determined after 14 days after purchase end user and there is no physical or liquid damage.

1. End user will return the defective product to the shop and wait for his repair.
2. Shop needs to add a repair request to Dynafix (service partner of HMD/Nokia) on: <http://web.dynafix.com>

3. Nokia tablets:

A. DOA:

When the defect is determined within 14 days after purchase end user and there is no physical or liquid damage.

4. End user will get immediately a new sales pack out of stock from the shop or a credit note
5. Shop needs to add a DOA-request to Dynafix (service partner of HMD/Nokia) on: <http://web.dynafix.com>
6. when Dynafix has approved the defective product for warranty the shop receives a credit note.

B. Repair:

When the defect is determined after 14 days after purchase end user and there is no physical or liquid damage.

3. End user will return the defective product to the shop and wait for his repair.
4. Shop needs to add a repair request to Dynafix (service partner of HMD/Nokia) on: <http://web.dynafix.com>

