

# Terms and Conditions

## Easy Repair

In partnership with SBE Belgium Easy Repair, Orange Belgium offers a repair service for your smartphones, tablets and accessories.

This service, available exclusively for Orange Belgium's business customers, consists of picking up your defective device on site, loan of a replacement device, repair and return.

This service is offered free of charge, providing that the damage or loss of functionality is covered by the manufacturer's warranty.

### Warranty

The warranty of your device will be verified by the repair centre. If your product is damaged, presents shock damage, or is not covered by the manufacturer's warranty, the repair may be charged. If this is the case, we will contact you by e-mail to give you a quote and we will not carry out the repair before having obtained your agreement.

Should you refuse the quote, the costs of expertise and return transport will amount to 30 euros (excl. VAT). If you don't answer, we will assume that you do not want to recover your product and it will be recycled.

In case of major damage making repair impossible, we will let you know and will return your product unrepaired. Typical, non-exhaustive warranty exclusion cases are: attempted repair by an unauthorised person; device that has suffered physical damage; product that has been used improperly; exposure of the device to a liquid causing oxidation of circuits; IMEI label damaged or missing.

### Replacement device loan

When requesting a repair, you can choose a replacement device (iOS or Android), a loan phone that will be delivered to you when your defective device is picked up.

As an Orange customer this service is free.



Once the repair has been performed, this replacement device must be returned within 5 working days. That's why a pre-stamped return bubble-wrap envelope will be delivered with the replacement device.

If the device is not returned or is damaged due to shock, drop, pressure, oxidation, the purchase cost will be charged.

## Preparing the device before pick-up

1. Repairing or replacing a product involves a reset of your device and a loss of data. Be sure to **back up your data** (photos, address book, etc.) before sending the device for repair. Orange Belgium is not responsible for any data loss or corruption on a device / accessory or external storage media
2. **Remove your SIM card and memory card.**
3. Make sure the **battery** is installed in the phone, and the battery cover is closed.
4. Disable the lock code blocking access to content on your smartphone (Find My iPhone (Apple), Google Smart Lock (Android), ...)
5. If you purchased your device within 2 years before the repair request, please enclose **the proof of purchase**. If the proof of purchase is not attached, we consider the production date as the start date of the warranty.
6. **Protect your device** in a suitable packaging (cardboard, bubble wrap, etc.). If you don't have any packaging, our courier will give you one free of charge. If the packing instructions are not followed, Orange Belgium cannot be held responsible for damage to the product related to transport.

## Duration of the repair

You should be able to get your product back within 10 working days, but Orange Belgium does not guarantee anything. Unavailable spare parts, a rejected warranty claim or the need for clarification may result in delays.

While waiting for the repair of your device, Orange Belgium can help you by lending you a replacement device.

## Any questions?

The service has been designed to be very efficient and easy to use. If, however, any questions remain, you can contact the partner SBE Belgium by phone at +32 3 740 35 59 or by e-mail via [support-orange@sbe-belgium.com](mailto:support-orange@sbe-belgium.com).

