

UAE Warranty Information



Huawei Warranty Policy

We sincerely hope you would be satisfied with the new product. Based on laws and regulations related to the protection of consumer rights and interests in United Arab Emirates and HUAWEI's policies, HUAWEI formulates HUAWEI's product warranty policy, according to which you could return, replace, or repair the products .We are willing to provide related services.

Warranty services

- Warranty scope of Laptops

Return services

- Return Accepted Standard: either before receiving the product, or within 7 days after receiving the product provided that the package is in good conditions, unopened case with seal.

Replacement services

- Within 7 days from the date of purchase, if a performance fault that is not caused by human damage occurs on the host of the product, you can choose to replace the goods at one time based on the invoice price.

Free Maintenance Period/Onsite warranty:

Free Maintenance service of Laptop:

- Within **36 Months** from the date of **purchase/ Activation** , if a performance fault not caused by human damage occurs on the host of the product, you could enjoy the Free Local Warranty maintenance services.
- Student can report the problem/issue to the Al Mawakeb IT Team and onsite service at the school can be provided as per student availability
- The product warranty starting date is subject to the day when the purchase receipt or Proof of Purchase (hereinafter referred to as POP) is issued.
- Invoice, invoice copy, product warranty card can be used as POP. If you are unable to provide the receipt (POP), the warranty start date will be 90 days after the manufactured date (indicated by device's serial number).
- For details, you could click " <https://consumer.huawei.com/ae-en/support/warranty-query/> " to check whether the device is within the warranty period.

(2) Free Maintenance service of accessories:

The accessories with the device can be repaired free of charge, and the free maintenance period is as follows:

- Battery (12 Months)
- Charger (12 Months)
- Cable (12 Months)

Commitment of Maintenance Quality

- 1) Parts of the device that replaced in non-warranty repair could enjoy a limited 90 days warranty period.
- 2) Accessories replaced in non-warranty repair could enjoy a limited 90 days warranty period.

Accidental warranty coverage:

- It can be claimed one time per device during the event of accidental damage within 36 months from the time of activation of warranty
- It covers screen, including associated components such as hinges, screen & screen frames, whichever comes with the screen module.
- Student can report the damage to AI Mawakeb IT team and if its covered as per above 2 clauses under the Accidental warranty, onsite service with the replacement of part will be done by Huawei team

Non-warranty scope

- (1) Damage caused by transportation or loading and unloading during return or replacement or repair.
- (2) Any modification, disassembly, or repair without HUAWEI's authorization.
- (3) Product damage caused by accidental or man-made behaviors, such as liquid damage, falling, input unsuitable voltage, excessive extrusion, main board deformation, etc. And other phenomena are also included, for example, the power adapter is damaged, cracked, broken or deformed, and the power cable is damaged, broken or bare.
- (4) The product is faulty or damaged because it is not installed, used, maintained, or kept in accordance with the instructions.
- (5) The product model or number on the warranty certificate is inconsistent with the physical product or the warranty certificate was altered.
- (6) The product nameplate, SN bar code, and warranty label are removed or damaged, and cannot be identified.
- (7) No valid maintenance vouchers and valid invoices (excluding those that can prove that the products are within the warranty period).
- (8) The warranty period has expired.
- (9) Faults or damage caused by factors of Force Majeure such as fire, earthquake, and flood.

Process for Out of warranty Services/Replacement of Parts

Visiting the service center/Door to Door Service:

- Once the student reports the issue to Al Mawakeb IT and if in case the issue falls out of the warranty scope as per above mentioned clauses, the student can directly visit any Huawei authorized service center of Huawei to get the laptop part replaced. They can also request door to door service by calling **80066600** , or they can contact Mr.Navaf the store manager to prepare the spare parts first then visit for the service before visiting the service center to get same day service.
- You could click the following link to query the nearest HUAWEI authorized service center:
<https://consumer.huawei.com/ae-en/support/service-center/>
- Payment can be done at the service center by cash/credit card.

Onsite Service at the school :

- Once the student reports the issue to Al Mawakeb IT and if in case the issue falls out of the warranty scope as per above mentioned clauses, they can get onsite service at the school. Once the issue is reported to Huawei by IT team, as per student availability, team can come and fix the laptop at the school.
- Quote will be provided by Huawei team to Al Mawakeb team which can be shared with student prior to onsite visit.
- On the day of onsite service, the payment can be done by the student directly to Huawei representative

Huawei Dubai Service manager:

- **NAVAF EBRAHIM**
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