

Hisense

Mobile – South Africa

H12 & H12 Lite

H30 & H30 Lite

One (1) Complimentary Free Screen Replacement redeemable for 12 Months from Date of Purchase – Process, Procedure & T's and C's

Offer valid on any contract purchases from 1 April 2019 to 31st December 2019

1 April 2019

RE: Screen Replacement

Dear Customer,

Another 1st for Hisense and Harley Cares.

In the event of any accidental damage, Hisense will now ensure that you receive one (1) complimentary screen replacement. This offer is only redeemable for 12 months from date of purchase.

This applies to Hisense's following Smart Phones purchased **in South Africa.**

H12 and H12 Lite

H30 and H30 Lite

Terms and Conditions apply

This offer is valid on any H12, H12 Lite, H30 and H30 Lite from 1st April 2019 to 31st December 2019.

Please feel free to contact us if you require any additional information and assistance.

Regards,

Hisense Service Department – South Africa

Email: service@hisense.co.za

Tel: 0860 447 3673

Terms and Conditions:

To qualify for the one (1) free screen replacement service the following terms are required:

1. This service is applicable to qualifying devices only.
2. This offer is redeemable for 12 months from date of purchase, and valid for any contract purchases made between 1st April 2019 and 31st December 2019.
3. Please retain proof of purchase to validate your warranty. This will be required when submitting a free screen replacement claim.
4. The free screen replacement service covers accidental damages only.
5. Upon assessment should it be found that the screen and / or device is damaged due to customer abuse, the customer will forfeit their free screen replacement service and the customer will be liable for all costs.
6. Should it be found that both screen and liquid damage occurred, Hisense will only cover the screen replacement on customer's acceptance of all costs relating to liquid damage. This means that the customer is to accept a quote on Main PCB and / or any major components that will affect the device performance and repair can only commence once payment is received prior to repair being started and completed.
7. The customer can take the device to any Network store in South Africa, if purchased through Network, or contact Hisense Call Centre on 0860 447 3673 or SMS the word "fixquick" to 38469 or email: service@hisense.co.za
8. The standard Hisense warranty terms and conditions apply.
9. The right to qualify for this promotion is not transferrable or exchangeable and only applies to the original purchaser.
10. Hisense reserves the right to at any time, verify the validity of claims and reserves the right at its sole discretion to disqualify any individual who Hisense has reason to believe has breached any of these Terms and Conditions.

Note: This offer on H12, H12 Lite, H30 and H30 Lite models only applies to devices bought from in South Africa on during 1st April 2019 and 31st December 2019 only.

Dear Customer,
Thank you for the purchase of a Hisense product.

The following conditions apply to the warranty on your Hisense product, which replaces any other conditions printed or published elsewhere. Please read through the conditions carefully and make sure you understand them. If you have any questions regarding the warranty, please make contact with us on 0860 447 3673 or send us an e-mail on service@hisense.co.za.

Conditions of your Warranty:

1. Hisense warrants the product against faulty manufacture and / or defective material and the working of your product for 12 months (1 year) from the date of purchase, and for 6 (six) months for accessories. Provided the product is used for its intention and for domestic use only.

2. For any purchases made from 1st September 2016 a 24 month (2 year) warranty will apply to Hisense cellular phones from date of purchase and for 6 (six) months for accessories. Provided the product is used for its intention and for domestic use only. For any purchases made from any mobile and telephone network suppliers, a 24 month (2 year) warranty will apply. Kindly contact these suppliers for any inquiries regarding warranty period and conditions. For warranty conditions, period and queries in any other country, outside South Africa, please consult the in country local Distributor. Tablets carry a 1 year warranty only, from date of purchase.

3. Hisense is in support of the Consumer Protection Act 68 of 2008, and in the first 6 (six) months from date of purchase, for valid warranty claims, the product may be repaired or exchanged by Hisense, or credited by the dealer / store once approved by Hisense. For the remainder of the warranty period (after the first 6 (six) months from date of purchase) the product may be repaired or exchanged by Hisense, or be requested to be credited or exchanged by the store or dealer where original purchase was made, on approval from Hisense. It may be required to log a service call for inspection and verification for the reported fault.

4. The above warranty conditions is only applicable for South Africa. For Namibia, Botswana, Lesotho and Swaziland, a 12 months (1 year) warranty applies for repair within the 12 months (1 year) warranty period, and exchange or credit can only take place on approval from Hisense. The Customer Protection Act does not apply to countries outside of South Africa as mentioned elsewhere in the warranty conditions. For warranty conditions, period and queries in any other country, outside South Africa, please consult the in country local Distributor.

5. The warranty on the product is supplied on condition that only Hisense authorised service agents are at all times used in connection with the product for any repairs or inspections when applicable.

6. Any repairs conducted on the Hisense products by Hisense authorised service agents, will carry a 3 (three) month warranty on the labour and parts for the completed repair, from the date the repair was completed and does not extend the warranty nor does it start a new warranty. Parts removed during warranty repairs become the property of Hisense.

7. The warranty will no longer be valid, and Hisense will not be responsible for damage or injury of any kind resulting from electricity fluctuations and surges, lightning strikes, faults in the building wiring, faulty installations, and improper use of controls and or failure to use the product in accordance with the operating instructions and or general misuse and or abuse, or if not used for domestic purposes only, or for damage caused by a superior force (vis maior). Where the product has been infested with insects or pests. The product is physically damaged after it left the store. If water or liquid caused the damage to the product. If the warrantee seal is tampered with. Any repair or tampering by an unauthorised person or attempt to repair or tamper with the equipment, or use of parts not supplied by authorised agents, or alterations or modification to the equipment, shall render the warranty null and void.

8. After the first 6 (six) months from the date of purchase, this warranty does not apply to enamelled surfaces or plastic covers, any accessories and other parts subject to wear and tear or discolouring. Damage caused by abrasive and highly concentrated cleaners and/or cleaning materials or cleaners prohibited by the user manual, will void the warranty.

9. After 6 (six) months from the date of purchase of the product the liability of Hisense under this warranty is limited to the replacement and/or repair of the defective parts within the warranty period and does not extend to the installation or removal of the product.

The warranty shall be available only to the original purchaser of the product from an authorised Hisense Dealer or Distributor and only where the product has been retained for use in the Republic of South Africa. For warranty conditions, period and queries in any other country, outside South Africa, please consult the in country local Distributor.

10. Important note: In order to make sure you get to use the warranty supplied with your product and for the protection of your product when returning it, please keep the box your product came in as well as the packaging and all accessories and ensure to retain the original proof of purchase.

Thank you!