

# Product Return Instructions

These instructions are applicable to Canadian consumer only. Do **NOT** send in devices outside of Canada due to shipping restrictions!

**VALIDATE Your Warranty:** Use the online warranty verification tool to determine if your device is within the manufacturer's warranty period.

## KEEPING Your DATA (contacts, ring tones, applications, etc.)

- To protect your privacy, all personal data and user installed applications will be erased from your device during the repair process
- Prior to sending your device in for repair, you **MUST** back up your personal data, including contacts, pictures, downloaded applications, games and anything else you may have added to the device.

## GETTING your repair completed

- Complete the repair form and include with your device (Make a copy of the form for your records and for reference when tracking your repair)
- Included a copy of your proof of purchase/sales receipt (if applicable) so we may verify your warranty.
- Do NOT include battery, covers or accessories i.e. SIM or SD Memory card unless related to your specific complaint
- Pack your device securely in a box or padded envelope and include your return address on the outside of the package. Ship the device, prepaid, to the following address.

**SBE Canada - Microsoft Repair Centre**  
2300 Hogan Drive  
Mississauga, Ontario  
L5N 0C8

- Ship your device via a method that provides a tracking # and requires a signature upon delivery. If a Microsoft Representative does not sign accepting receipt of package, Microsoft does not accept any liability for lost product. We also recommend that you insure your package as Microsoft is not responsible for loss or repairing damage that occurs during shipping.

## DIFFICULTY with your warranty status?

- Unable to pull your warranty status? Warranty status does not correspond with your records? Then, be sure to include a copy of your proof of purchase/sales receipt from your Authorized Reseller, so we may verify your device warranty. This warranty is applicable only to products bought through Microsoft Canada.

## NOT covered under warranty

- Liquid/physical damage
- For applicable devices, if the LDI (Liquid Damage Indicator) located under the battery or on the SIM tray is red or pink, the phone may have been exposed to either direct liquid contact or high humidity levels (some potential causes of liquid damage is reaching for device with wet hands or in rain, repeated exposure to high humidity, i.e. bathrooms, swimming pool areas). Note that an Authorized technician may still determine that there is liquid damage even if the LDI is not red/pink.
- If your device is out of warranty as a result of liquid, physical or age please contact SBE - Microsoft's Authorized Service Vendor at 1-647-497-7725 for repair price guidance (Note\* pricing may change once device is reviewed by Microsoft Authorized Technician)

Turnaround time for in-warranty for repairs is approximately 5-7 business days from the day your device is received at Microsoft's Authorized Service Vendor

Note: Repaired devices may consist of refurbished equipment that contains used components, some of which have been reprocessed. These used components comply with product performance and reliability specifications

Please complete the following repair form below and include with your device. Please make a copy of the form for your records and for reference please take note of the device IMEI (serial number) and/or Customer phone number.

## Standard Product Repair Form (SPR)

NAME:		
ADDRESS:		
CITY:	PROVINCE:	POSTAL CODE:
PHONE:	E-MAIL ADDRESS:	

<h3>Product Information</h3>		
SERVICE PROVIDER:	MOBILE PHONE NUMBER:	
DEVICE MODEL:	IMEI/SERIAL #:	
<u>Complaint Reason (Check all that apply)</u>		
<input type="checkbox"/> No/Low Ringer	<input type="checkbox"/> No Display	<input type="checkbox"/> Device Heats Up
<input type="checkbox"/> No Service	<input type="checkbox"/> Display Unresponsive	<input type="checkbox"/> Accessory (Please Explain)
<input type="checkbox"/> Drops Calls	<input type="checkbox"/> Buttons/Side keys Not Working	<input type="checkbox"/> Application Error
<input type="checkbox"/> No Power	<input type="checkbox"/> Proximity Sensor Defective	<input type="checkbox"/> No/Low External Speaker
<input type="checkbox"/> Power Cycles/Reboots	<input type="checkbox"/> Can't hear/Poor audio	<input type="checkbox"/> SIM Connection Error
<input type="checkbox"/> No Charging	<input type="checkbox"/> Battery Draining	<input type="checkbox"/> No Wi-Fi
<input type="checkbox"/> No Bluetooth Connection	<input type="checkbox"/> Cracked/Broken Parts	
Other (Please explain):		
<b>To Provide you with the most efficient and accurate repair experience, please provide a detailed description about the issue that you are experiencing, i.e. duplication steps, frequency of occurrence, etc.</b>		
Notes for Technician:		

## Microsoft - Out of Warranty Estimate Process (OOW)

Dear Valued Customer,

Microsoft's Authorized Service Vendor requires all dealers and customers sending in Out of Warranty (OOW) Nokia, Nokia Lumia and Microsoft phones for repair to provide a credit card number before shipping in the phones into our repair center for estimate, unless you have an existing account or system integration.

The ASV will require an **Estimate Fee** on **Out of Warranty phones**, which must be paid prior to shipping the unit(s) in. The cost will be applied and will be included as part of the total repair cost if accepted.

To reach our Repair Vendor's Customer Representative please email to [repair\\_enquiries@sbe-ltd.ca](mailto:repair_enquiries@sbe-ltd.ca)

You can also call at 1-647-497-7725,

- Once the credit card information is provided and processed, the ASV will provide an RMA # (Return Material Authorization) and shipping instructions.
- Dealers/Customers will ship units as per shipping instructions.
- Repair Vendor will proceed to perform estimate and diagnosis.
- If estimate is accepted, the cost applied up front will be included and part of the total repair cost.
- If the estimate is rejected or no response is received the customer will have the option to have the phone shipped back collect or waive the right to get the phone returned.

Shipping Address,

SBE – Microsoft ASV  
2300 Hogan Drive  
Mississauga, Ontario  
L5N 0C8

This will be effective upon the release of this document.

Thank you

Microsoft Canada CARE Management