



Maluafou, Apia, Samoa
Telephone (+685) 67788

WARRANTY POLICY

Keep your purchase receipt to enable you to proceed quickly in the event of a Warranty Service.

This warranty effectively covers the Handsets, Tablets, iPad, Landlines, Dongles, Modems & other devices purchased from Vodafone Samoa Limited from the date of purchase or installation.

Warranty Period:

- a) Samsung Devices, iPhone and iPad: 1 Year Warranty
- b) Other Brands (Non-Samsung and Non-Apple): 3 months Warranty

Warranty does not cover:

- a. For the avoidance of any doubt, any and all warranties or conditions which are not guaranteed under the Competition and Consumer Act 2016 Act (as applicable), and which are not expressly included in this Warranty as additional warranties or conditions are excluded.
- b. This Warranty does not cover damage caused by:
 - misuse or abusive use of the product, including physical abuse;
 - incorrect operation or not following the operation instructions (as stated in the Product Operation Manual or manufacturer's instructions provided with the product);
 - improper installation;
 - incorrect or improper maintenance or failure to maintain the product;
 - failure to clean or improper cleaning of the product;
 - incorrect voltage or non-authorized electrical connections;
 - adverse external conditions such as power surges and dips, thunderstorm activity, acts of God, acts of terrorism, damage caused by vermin, or any other act or circumstance beyond control;
 - exposure to excessive heat, moisture or dampness;
 - exposure to abnormally corrosive conditions;
 - use of non authorized/non-standard, defective or incompatible parts;
 - password setting/ resetting and computer virus;
 - repair, modification or other work carried out on the Product other than by Authorized Service Personnel; and
 - any damage caused by micro sims where the product is not specifically designed to accept them
- c. Product serial number removed or made illegible.
- d. This Warranty does not cover the loss of any data howsoever caused. You shall be responsible for backing up and protecting data against loss, damage or destruction. Please note that the repair of goods may result in loss of data.
- e. This Warranty does not cover any defects not notified to Vodafone within the Warranty Period, however.
- f. Does Warranty not apply to unlocked handsets.
- g. Other conditions as per manufacturers policy if applicable



All accessories and packaging material must be intact in the original manufacturer's box upon return with a copy of customer's receipt. There is no warranty for battery and any accessories sold in the box with devices.

All Accessories, Sim Cards and eCharge, recharge and Wi-Fi card Sales are final and non-refundable.

There is no downgrade, replacement or refund accepted within or without the warranty period because of just simply change of mind. Once the device is sold it will be treated as a secondhand device in these cases.

Except as expressly stated in an agreement between you and Vodafone Samoa, all Vodafone handsets are locked.

Before purchasing the handset Vodafone Samoa explained the following:

- That the handset is locked, and
- Where I choose to unlock the handset, then there will be no warranty on the device.
- The customer can unlock handset at their own cost for any shop in Samoa Like IT Zone/IT Solution at their own risk. Vodafone under no circumstances be held liable for any damage done during unlocking.

Vodafone Samoa Limited reserves the right to determine whether a phone has been physically damaged or tampered with.