

3G Mobile

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Out of box (OBF) failure criteria:

1. Out of Box Failure Criteria

2. 1 Objective

To define and standardise Samsung South Africa's Out of Box Failure (OBF) process and criteria.

3. 2 Applicable areas of business

Samsung South Africa;

Samsung South Africa's Returns Inspection Agent (RIA). This is the agent, either internal or 3rd party, nominated by Samsung South Africa to verify the legitimacy of OBF's;

All authorised distributors of Samsung Mobile Handsets.

4. 3 OBF Criteria

5. An OBF is defined as a new handset that is faulty when first activated.

6. Criteria to qualify as a valid OBF:

1.
 - The handset must have been supplied by a handset manufacturer South Africa;
2.
 - The handset must be returned to the point of sale within 7 days from the date of purchase

5.
 - A valid Proof of Purchase must accompany the handset;
 6.
 - The contents of the box are complete and the packaging is intact (handset, original battery, original charger, original antenna, manual and any other accessories normally included at point of sale);
 7.
 - The IMEI number on the box must match the IMEI number on the handset;
 8.
 - There is no physical damage to the handset or it's accessories or signs of neglect due to physical abuse, liquid damage, screen scratched, dents or marks;
- A fault description will be submitted on the OBF Validation Schedule. The OBF may be rejected by if this fault can not be duplicated by the handset manufacturer.

OBF procedure:

- Please contact Daniel Dibelane on (011) 783 8970 to confirm that the handset qualifies as an OBF handset
- Verify that the handset was purchased within 7 days (The till slip will suffice)
- The handset together with all the accessories, in the same condition as purchased, i.e. the box is not damaged, no physical damage to the handset etc. needs to be returned to Messrs 3G Mobile, Parkmore Mews, cnr 12th and Olympia Avenue, Parkmore.
- Complete the OBF document and attach a copy of the invoice.

Handset Warranty Criteria:

The following items are covered in the 12 month warranty:

Software

Audio malfunctions:

Reworking/ replacement of any audio part or component i.e. speakers, mic, buzzer, IC, diaphragms, gaskets, flex

Keypad malfunctions:

Reworking/ replacement of keypad functionality related components or parts i.e. filter, dome-sheets, connectors, flex and etc.

Charging malfunctions:

Reworking/ replacement of any part or component of the charging unit i.e. diodes, IC, DC jack, pins and etc.

LCD malfunctions:

Reworking/ replacement of unbroken LCD and related components and parts i.e. filters, connectors

Camera malfunctions:

Reworking/ replacement of camera or related components i.e. flash lights, IC, connectors, flex

Power on / off malfunctions:

Reworking/ replacement of any power related parts or components i.e. tact switches, battery contacts, LCD filters, PA, CPU, flash and etc.

Volume control malfunctions:

Reworking/ replacement of any volume control parts or components i.e. volume buttons, tact switches, flex, connectors and etc.

Accessories:

Replacement of faulty original accessories within three months from date of customer purchase

Items not covered in the 12 month handset warranty:

Physical damage

Liquid damage

Black listing

Security code

Any damage as a result of previous repair before an authorized repair center was appointed

Any handset not purchased from 3G Mobile

Physically damaged accessories

The handset needs to be sent to the following authorized repair centers to maintain the 12th month warranty