

## Dealer & Distributor Service Policy & Process

### 1. Limited Warranty

ALCATEL warrants the product to be free from defects in design, material and workmanship at the time of its original purchase by a customer, and for a subsequent period of:

- Twelve (12) months for handset from the date of purchase by the user.
- Six (6) months for original accessories from the date of purchase by the user, including charger, battery (embedded/not embedded), headset, stylus etc.

Below conditions are not covered by the **Limited Warranty**:

1. Damage resulting from accidents, misuse, abuse, alteration, tampering or failure of the purchaser to follow normal operating procedures outlined in the user manual.
2. Defects or damages due to spillage of food / liquids or wrong usage of electrical supply & voltage.
3. Damage, losses, defects or malfunction as a result of fire, flood or other Acts of God.
4. Normal wear-and-tear, corrosion, rusting or stains.
5. Defects & damage arising from improper testing, operation, demonstration, maintenance, installation, adjustment or any alteration or modification of any kind.
6. Scratches & damage to the outer surface areas and externally exposed parts that are due to normal customer use.
7. If any part or parts of the product are replaced with a part or parts not supplied or approved by ALCATEL or the product has been dismantled or repaired by any unauthorized party other than ALCATEL Authorized Service Center (Hereinafter "ASC").
8. Any product which has its serial number removed or tampered.
9. Warranty card is being altered, defaced or erased in any manner whatsoever.
10. Installed applications not supplied by ALCATEL, personal data in the product.
11. Personal password forgotten by the user in relation to access of Google security account

### 2. DOA, DAP, Normal Warranty & Out Warranty

- **Dead on Arrival (DOA): Refers to dealer/distributor stock with functional defect emanated during unboxing, testing and demonstration with end user.**

#### Criteria:

- The product must be confirmed defective by Authorized Service Center
- The product must be complete including the packaging & accessories
- The product must be in good "as new" condition
- The IMEI number of the product and the packaging must be identical
- The defect description of the product must be properly identified
- The dealer documentation must be retraceable
- The product validated as DOA must not exceed six (6) months from date of delivery from factory or local distributor.
- No multiple scratches

- **Defective after Purchase (DAP): Functional defect that arise within 7days from date of purchase by user.**

#### Criteria:

- The product must be confirmed defective by Authorized Service Center
- The product must be complete including the packaging & accessories
- The product must be in good "as new" condition
- The IMEI number of the product and the packaging must be identical
- The defect description of the product must be properly identified
- No damage must be identified as contrary to the normal wear and tear, e.g. water damage, drop damage, improper handling, traces of misuse

- Supported by any original end user proof of purchase
- Must not exceed seven (7) days from date of purchase
- **Normal Warranty: Functional defect that arise within 12 months from date of purchase by end user.**
  - The product must be confirmed defective by Authorized Service Center
  - Supported by any original end user proof of purchase
  - No damage must be identified as contrary to the normal wear and tear, e.g. water damage, drop damage, improper handling, traces of misuse
- **Out Warranty: Functional defect that arise beyond 12 months from date of purchase by end user.**

#### **Steps of handling DOA, DAP, Normal Warranty & Out-Warranty Repair**

##### **A. How to handle DOA concern:**

1. Dealer to fill up the "Request for Pick up Form and send an email to Alcatel Customer Care Service (CCS) c/o [alex.gino-gino@tcl.com](mailto:alex.gino-gino@tcl.com) and [Max.Kong@tcl.com](mailto:Max.Kong@tcl.com)." ( refer Request for Pick up Form to **Appendix B** )
2. CCS acknowledge the email request then facilitate the pick up request via courier.
3. Dealer must attach transmittal document with the unit upon pick up by courier.
4. Upon receiving, Alcatel ASC will validate the defect and advise dealer if the claim is valid.
5. Alcatel Service Center will send the replacement unit to the dealer via courier. Invalid DOA unit will be returned to dealer.
6. Any replacement follow up must be escalated to Alcatel Customer Care.

##### **B. How to handle DAP Concern:**

**Option 1:** Require end user to bring the unit and any proof of purchase to the Alcatel ASC for technical evaluation.

- ASC explain the unit issue, if the end user is willing to have the unit to be repaired, ASC will fix it accordingly.
- If the end user want unit replacement, ASC will provide Service Report and inform end user to go back to dealer to negotiate for unit replacement.
  - If the dealer provided unit replacement to the end user, dealer may collect the defective returned unit with complete set then request unit replacement to Alcatel.
  - Dealer to fill up the "Request for Pick up Form and send an email to Alcatel Customer Care Service ( CCS) c/o [alex.gino-gino@tcl.com](mailto:alex.gino-gino@tcl.com) and [Max.Kong@tcl.com](mailto:Max.Kong@tcl.com)." ( refer form to **Appendix B** )
  - CCS acknowledge the email request then facilitate the pick up request via courier.
  - Dealer must attach transmittal document and copy of ASC Service Report with the unit upon pick up by courier.
  - Alcatel Service Center will send the replacement unit to the dealer via courier.
  - Any replacement follow up must be escalated to Alcatel Customer Care.

**Option 2:** If there's no existing ASC available in the area to perform technical evaluation, dealer may receive the defective unit with complete set from end user.

- Dealer to fill up the "Request for Pick up Form and send an email to Alcatel Customer Care Service (CCS) c/o [alex.gino-gino@tcl.com](mailto:alex.gino-gino@tcl.com) and [Max.Kong@tcl.com](mailto:Max.Kong@tcl.com)." ( refer form to **Appendix B** )
- CCS acknowledge the email request then facilitate the pick up request via courier.
- Dealer must attach transmittal document and copy of proof of purchase with the unit upon pick up by courier.
- Upon receiving, Alcatel ASC will validate the defect and advise dealer if the claim is valid.
- Alcatel Service Center will send the replacement unit to the dealer via courier.
- If found invalid DAP, ASC will call end user to inform about unit status. Inquire if end user is willing to have the unit repair or return the unit back to dealer.
- CCS will update dealer on progress of the DAP status
- Any replacement follow up must be escalated to Alcatel Customer Care.

\*Utilize standard spiel to manage end user expectation (refer to **Appendix C**)

**C. How to handle Normal Warranty & Out-warranty Repair concern:**

**Option 1:** Request end user to bring the defective unit direct to ASC and advise to bring the copy of Proof of Purchase to Alcatel ASC

**Option 2:** Request end user to bring the defective unit and a copy proof of purchased to appointed Collection Point\*. Collection Point will facilitate sending of defective unit to ASC Main Office

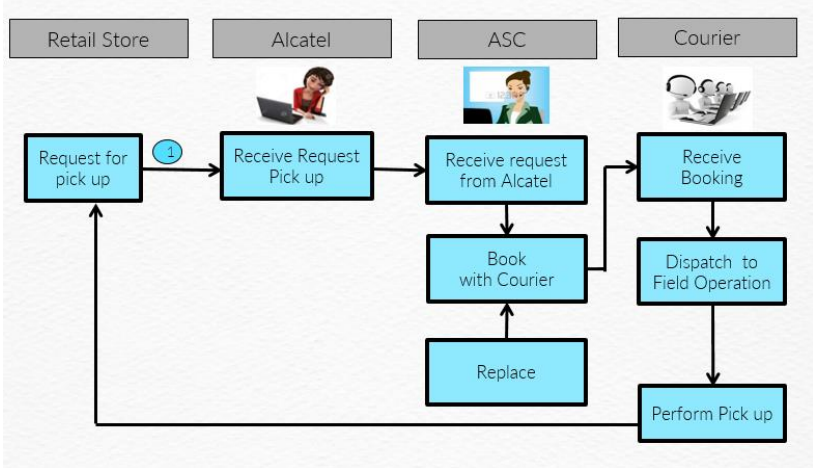
**Option 3:** If there's no existing ASC/Collection Point available in the area, dealer may collect the defective unit from end user.

- Dealer to fill up the "Request for pick up Form and send an email to Alcatel Customer Care Service (CCS) c/o [alex.gino-gino@tcl.com](mailto:alex.gino-gino@tcl.com) and [Max.Kong@tcl.com](mailto:Max.Kong@tcl.com)." ( refer form to **Appendix B** )
- Alcatel acknowledge the email request then perform booking to execute the pick up.
- Use the dealer transmittal document when sending the unit to service center
- Alcatel Service Center perform diagnosis and repair. Any repair concern, ASC will take responsibility of informing the end user.
- After repair completion, repaired unit will be sent back to the dealer via courier
- Upon receiving the repaired unit, dealer must inform the end user.
- Any repair follow up must be escalated to Alcatel Customer Care

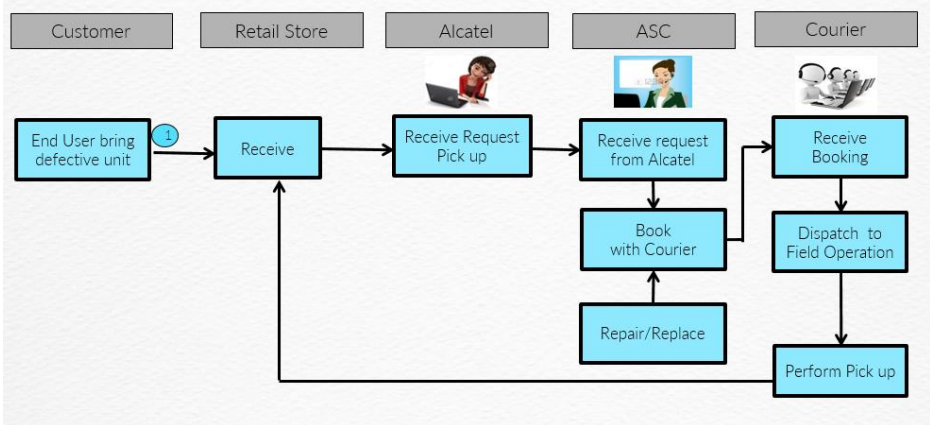
\*refer to **Appendix A** list of ASC and Collection Point

**PROCESS FLOW CHART**

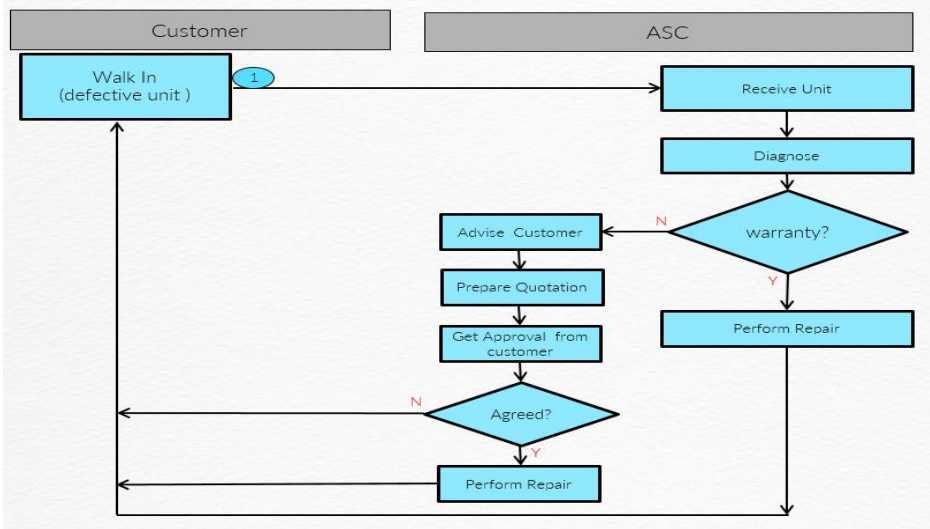
**A. DOA Pick & Delivery Process**



**B. DAP Pick-up and Delivery Process**



**C. Walk-In, Normal Warranty & Out Warranty Repair**





**3. Service Turn Around Time**

Normal Warranty Repair TAT (Walk-In): 2 hours to 1 day (Level 1)

2-3 days (Level 2)

\*Subject to parts availability

DOA & DAP Unit replacement: 7 days

\* TAT counting start from replacement unit confirmation from ASC

**4. ALCATEL Authorized Service Center Main Office**

Company Name: **CITYLIGHT TELECOM CENTRE**

Address: Unit 102 Jafer Place Bldg., # 19 Eisenhower St., North Greenhills, San Juan City,  
Metro Manila

Telephone: +632 7224307/7224064

Contact Person : Lenie Dela Cruz

**For the updated ASC list,**

Please refer to **Appendix A** : List of ALCATEL Service Center as of September 25, 2018

Visit our Web support: <http://www.alcatel-mobile.com/ph/company/contactus>

Inquire to Alcatel Service Hotline (Toll Free): 1-800-11102520

**5. ALCATEL Customer Care Service (CCS) contact persons**

<p><b>ALEX GINO-GINO</b> Customer Technical Support Engineer Mobile No: 0977872 5888 Landline : (02) 689 7184 Email : <a href="mailto:alex.gino-gino@tcl.com">alex.gino-gino@tcl.com</a></p>	<p><b>MAX KONG</b> Customer Care Manager Email : <a href="mailto:Max.Kong@tcl.com">Max.Kong@tcl.com</a></p>
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**6. Declaration**

A Thirty (30) days prior written notice to Dealers, amend, vary or cancel this Service Policy.



Appendix A: List of Service Center and Collection Point ( as of September 25, 2018 )

Station Name	City	Address	Hotline	Manager Name	Station Type
CITYLIGHT TELECOM CENTRE MAIN OFFICE GREENHILLS	SAN JUAN	UNIT 102 JAFER PLACE BLDG. NO. 19 EISENHOWER ST. GREENHILLS, SAN JUAN CITY	632-7224307 / 632-7224064 / 63927-4126263	Jaime / Alonna / Charie	ASC
CITYLIGHT TELECOM CENTRE SM SAN LAZARO	MANILA	3RD FLR. 365 SM CITY SAN LAZARO, F. HUERTAS ST., STA. CRUZ MANILA	632-2440974	Jelifer Talisic / Jackielou Chua	ASC
CITYLIGHT TELECOM CENTRE SM MARIKINA	MARIKINA	UNIT 124 G/F CYBERZONE, SM CITY MARIKINA, TAYUG KALUMPANG, MARIKINA CITY	632-7992987	Lucy Arroyo	CP
CITYLIGHT TELECOM CENTRE BICUTAN	PARANAQUE	A004 L/G BLDG. A SM BICUTAN, DOÑA SOLEDAD AVE., BRGY. DON BOSCO, PARAÑAQUE CITY	632-7810934	Jonalyn Basas / Ismael Salarda	ASC
CITYLIGHT TELECOM CENTRE FARMERS CUBAO	QUEZON CITY	SPACE 02064 3RD FLOOR, NEW FARMERS PLAZA BRGY.SOCORRO CUBAO Q.C	632-4217072	Jhoann Sanidad	CP
CITYLIGHT TELECOM CENTRE SM STA. MESA	QUEZON CITY	C17 CYBERZONE, SM CITY STA. MESA AURORA BLVD. COR. ARANETA, DOÑA IMELDA, Q C	632-7425869	Anna Marie Ubaldo	CP
CITYLIGHT TELECOM CENTRE ANTIPOLO	ANTIPOLO	3RD FLOOR UNIT 4, VICTORY PARK AND SHOP, M.L QUEZON SAN ISIDRO ANTIPOLO CITY	63921-3583394	Rina / Ana Marie Oreta	CP
CITYLIGHT TELECOM CENTRE SM SOUTHMALL	LAS PIÑAS	371 SM SOUTHMALL, ALABANG ZAPOTE ROAD, ALMANZA UNO, LAS PIÑAS CITY	632-7759031	Menchie Garrido	CP
CITYLIGHT TELECOM CENTRE SM MEGAMALL	MANDALUYONG	KC 408 4TH FLR. BLDG. B, SM MEGAMALL ORTIGAS, J. VARGAS AVE., MANDALUYONG CITY	632-8613368	Ryson Jamilla	CP
CITYLIGHT TELECOM CENTRE QUIAPO ISETANN	MANILA	L3005 ISETANN COMPLEX, CM RECTO, QUIAPO MANILA	632-7346473	Noemi Ogabang	CP
CITYLIGHT TELECOM CENTRE FAIRVIEW	QUEZON CITY	L316 CYBERZONE SM CITY FAIRVIEW QUIRINO H-WAY CORNER REGALADO AVE. BRGY GREATER LAGRO NOVALICHES Q.C	632-4191988	Angelica Flo	CP
CITYLIGHT TELECOM CENTRE FISHERMALL	QUEZON CITY	4/F-L2 FISHERMALL 42 GEN. LIM ST., QUEZON CITY	632-7757754 / 63975-7739531	Mary Grace Pin	CP
CITYLIGHT TELECOM CENTRE SM CITY NORTH	QUEZON CITY	TECH KIOSK # 12 SM CITY NORTH EDSA, NORTH AVE., COR. EDSA, QUEZON CITY	632-4751337	Princess Esto / Lianne Marbella	CP
CITYLIGHT TELECOM CENTRE SM VALENZUELA	VALENZUELA	311A SM CITY VALENZUELA, BRGY. KARUHATAN, VALENZUELA CITY, M. M.	63935-8449455	Mylene Ilames	CP
CITYLIGHT TELECOM CENTRE LAOAG	LAOAG	#13 J.P. RIZAL ST., BRGY 14, LAOAG CITY	6377-6070882 / 6377-3000128	Edna Domingsil / Hilda Sanchez	ASC
CITYLIGHT TELECOM CENTRE DAGUPAN	DAGUPAN	3RD FLR NEPOMALL, ARELLANO ST. DAGUPAN CITY	6375-540-0228	Herley Torres / Mia	CP
CITYLIGHT TELECOM CENTRE SM MARILAO BULACAN	BULACAN	2ND FLR. 292A & 292B SM MARILAO, KM 21, BRGY. IBAYO, MC ARTHUR HIGHWAY,	63917-5230050	Ginalyn Bautista / Jenny rose Bulfa	CP
CITYLIGHT TELECOM CENTRE SM CABANATUAN	CABANATUAN	C 24 SM CABANATUAN, MAHARLIKA HIGHWAY, BRGY.	63917-5363769	Rudylyn Orbita	CP



		H. CONCEPCION, CABANATUAN CITY			
CITYLIGHT TELECOM CENTRE SAN FERNANDO	PAMPANGA	CZ K138 GROUND FLR. SM CITY PAMPANGA, SAN JOSE CITY OF SAN FERNANDO, PAMPANGA	632-7365728	Edith Guevarra	CP
CITYLIGHT TELECOM CENTRE SM BACOR	CAVITE	CZ 313 SM CITY BACOR, HABAY II, BACOR, CAVITE	63917-8146542	Emil Chua	CP
CITYLIGHT TELECOM CENTRE SM LUCENA CITY	LUCENA	3RD LEVEL CYBERZONE, SM CITY LUCENA DALAHICAN RD. COR. MAHARLIKA HIGHWAY IBABANG DUPAY, LUCENA CITY	6342-7107073	Cresha Arellano/Marek	CP
CITYLIGHT TELECOM CENTRE SM SAN MATEO	RIZAL	CZ 24 SM CITY SAN MATEO, BRGY. AMPID I, SAN MATEO RIZAL	632-9563846	Devine Gameng	CP
CITYLIGHT TELECOM CENTRE STA. LUCIA MALL CAINTA	RIZAL	2ND FLR. PHASE 1, STA. LUCIA EAST GRAND MALL, CAINTA RIZAL	632-6972996	Hazel Mazada	CP
CITYLIGHT TELECOM CENTRE DIGIWORKZ BACOLOD	BACOLOD	LITA GAMBOA BLDG. LOT.2 BLK3 DOOR # 6 LOCARNO STREET, CIRCUMFERENTIAL ROAD, BRGY. VILLAMONTE, BACOLOD CITY	6334-7077046	Peter	CP
CITYLIGHT TELECOM CENTRE ILOILO CITY	ILOILO	RM 123 MARYMART MALL CENTRE III VALERIA ST., ILOILO CITY	6333-3383505	Liezel Abella	CP
JUNREX CEBU	CEBU	G/F METRO AYALA, AYALA CENTER, CEBU	06332-4151483 / 2329311/ 0929- 6741384	Ria	ASC
CITYLIGHT TELECOM CENTRE CDO	CAGAYAN DE ORO	GROUND FLR, SOUTH PROMENADE LIMKETKAI MALL, CAGAYAN DE ORO CITY	6388-8568811	Reyche Salangay	ASC
RDA DAVAO	DAVAO	SPACE 11A CITY TRIANGLE COMMERCIAL CENTER ROXAS ST. COR CM RECTO AVE. DAVAO CITY	9365739968 / 321- 5636	Rodjun Cajera	ASC

