





## AEG / BLAUPUNKT / DORO / PRIMO BY DORO / SWISSTONE

Service website: [www.dil.lu](http://www.dil.lu)

### RMA Procedure

Offer products to service center DIL via procedure [www.dil.lu](http://www.dil.lu)

1. Click on ' at the top right **access to the old website**'
2. enter your **Username Password**
  - 2.1. If this is your first DIL repair, click on '**new account**'. Within 48 hours you will receive an information e-mail with your login and password at the bottom.
3. Registering a repair is done by clicking on "**Request for repair**" on the left of the screen. A form will appear on the screen of which a certain number of fields must be filled in.
4. **Customer information** (not required): enter all details of the end customer. By entering your customer's mobile number and e-mail address, you can notify him with one click that his repair is ready.
5. **Material** : fill in all the details of the device delivered for repair: make, model, IMEI as well as all parts that the customer gives you (battery, charger,...)
  - 5.1. It is absolutely necessary to add the sales invoice to the customer so that the device could be treated within the administrative manufacturer's warranty!
  - 5.2. **Administrative guarantee**: is the question whether the device is within the warranty period or not. In case of **DOA** (dead-on -arrival) the device must be sent to the repair center complete, including original packaging and all accessories in unused new condition. Otherwise, this cannot be treated as DOA and credited, but the device will be treated and repaired as a warranty repair.

**Date of purchase**: always fill in dd/mm/yyyy !
  - 5.3. **Symptoms** : up to 3 symptoms can be defined with 2 levels of detail and free commentary.

Be as clear as possible when indicating the symptoms and **Before registering and sending to the on-site recovery center, do a test** (preferably in the presence of the customer) to determine the error as precisely as possible.
  - 5.4. **Accept the terms and conditions** (by ticking the area provided for this purpose) and clicking on « **Register** ». From now on you can print the repair sheet (and hand it over to the customer). You must also enclose this repair sheet with the appliance. This sheet contains all the information that you have saved (but also a follow-up code that the customer will be able to use to follow the progress of his repair on the website [www.info-repair.net](http://www.info-repair.net) without having to contact you for this. to include).
6. Finally, click on "**distribution list**" on the left of the screen, check the repairs and print the mailing list and stop it at the repair.
  - 6.1. Either DIL sends a **freeshuttle box** in which you can deposit your repairs together with the mailing list.
  - 6.2. Or you will receive a from DIL within 24 hours after registering the repair **return label** via UPS to ship the repair to them free of charge. If you have daily deliveries from UPS, you can give the package with the return label to the driver. If this is not the case, you can bring the package to a UPS point in your area or request a pick-up at your address.

This can be done via [https://wwwapps.ups.com/pickup/schedule?loc=nl\\_NL](https://wwwapps.ups.com/pickup/schedule?loc=nl_NL) or by phone on 020 50 40 500.



## How do I contact UPS to collect my package?

Although it is not possible in all countries or regions to schedule a collection online, you can always have your package picked up. To do this, you can contact UPS directly by phone to arrange a pick-up. To check availability and arrange a collection online, complete the following steps:

1. Select the **Send** tab in the section at the top.
2. Select **Schedule Pickup** in the left section. If you do not see the **Schedule Collection** link, please call your local UPS representative. The phone number can be found by choosing **Contact UPS** below.

### General Recovery Conditions

Please consult the general conditions: [DIL Repair Center Luxembourg](#)

Always with valid proof of purchase from the end customer: invoice stating serial/IMEI number. If no error is found, the device will be returned to the customer.

For the warranty period of the device, batteries and accessories, consult the manual.

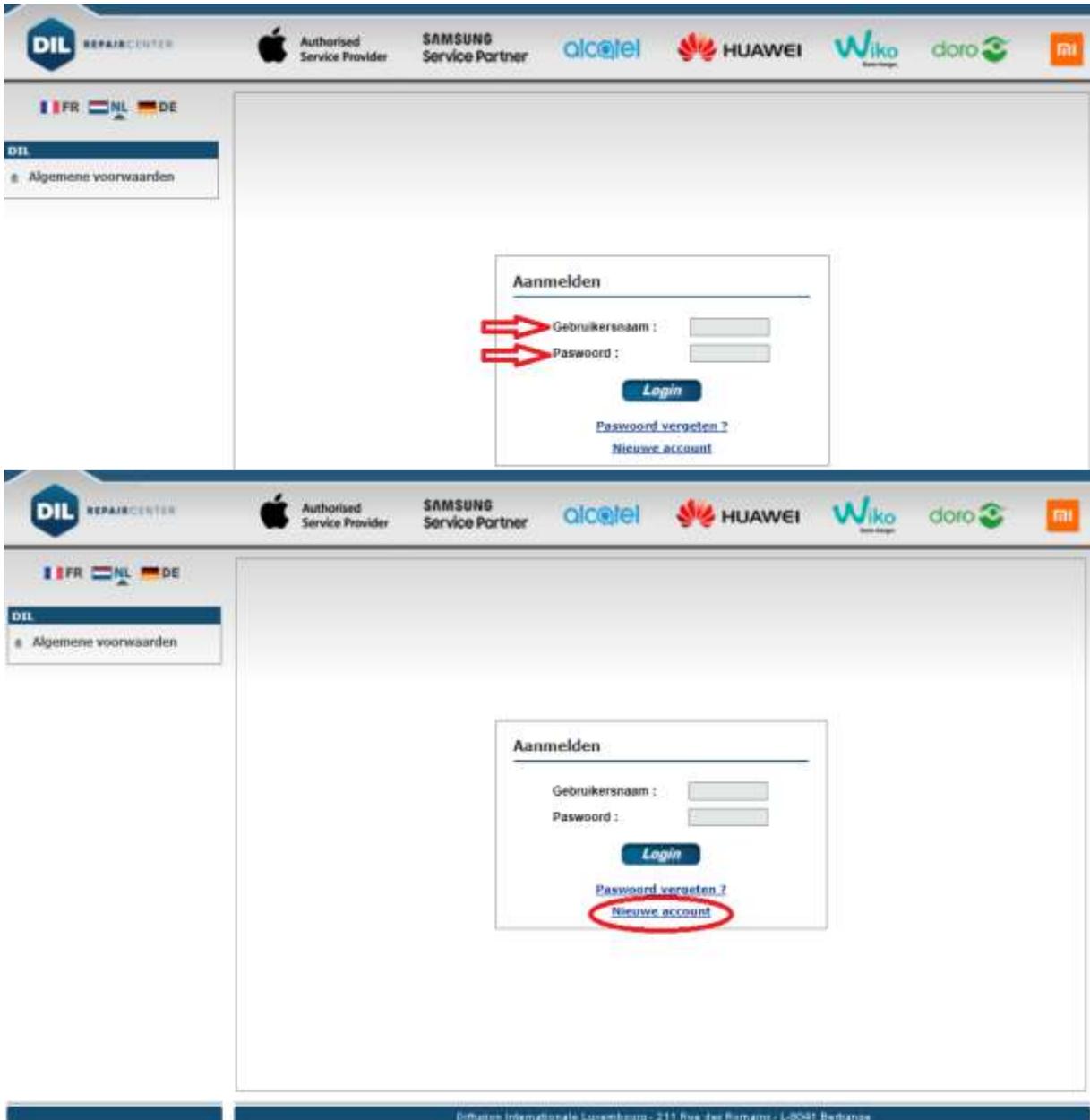
The warranty only covers defects due to defects in material and does not cover normal wear and tear, cosmetic damage or oxidation.

The warranty also does not cover failures resulting from accident, misuse, abuse, neglect, alteration, improper maintenance, modification by third parties, service by anyone other than an authorized service technician or service center.

Shields or connectors are not covered by the warranty.

Due to the GDPR regulations, the device can no longer be destroyed free of charge if the customer decides to part with the device. In this case, the device will be returned unrepared.







- FR NL DE
- DIL
- Algemene voorwaarden
- Partnersite
- Onthaal
- Verzoek voor herstelling**
- Verzekeringslijst
- Opvolging van herstellingen
- Lijst met retours
- Rekeningafschrift
- Hulp Online
- Diagnostische Hulp
- Codes status
- Garantievoorwaarden
- Helplines Fabrikanten
- Uitloggen

### Eindklant informatie

Uw dossiernummer: 1234

Naam: TESTCASE  
Voornaam:   
Firma:   
Adres: TESTPLEIN 12  
Postcode: B- 9600  
Stad: RONSE  
Tel: 056 72 42 66

**Win bid, correspondeer per SMS en e-mail!**  
Door het gsm-nummer en het e-mail adres van uw klant in te vullen kunt u hem met één klik laten weten dat zijn herstelling klaar is.

GSM Nr:  BE  
04xxxxxxxx

E-mail:

### Materiaal

GSM  Tablet  Toebehoren

• Merk: DORO  
• Model: PhoneEasy 100w Black  
• Serienummer: PRC123456789  
• Administratieve waarborg:  Ja  Neen DOA   
• Aankoopdatum: 28/02/2021

**Geleverd met:**

- Factuur
- Batterij
- Lader
- Originale Doos
- Geheugenkaart
- Batterij Cover
- SIM Tray
- USB kabel
- Docking Station
- Stylet
- Oortje
- Handleiding

Anderen:

### Symptomen

Symptoom n°1: 01A

Beschrijving: Schakelt niet aan  
Klacht conditie: Permanent  
Bemerking: TEST WITH CUSTOMER & NEW BATTERIES: DEVICE DOES NOT START

Symptoom n°2:

Maximale herstellingsprijs:  € ttc

Vervang toestel:   
Verkooper:

**Betoro uw klanten een opvolging van hun herstelling in realtime**

We hebben een nieuwe website [www.info-repair.net](http://www.info-repair.net) ten behoeve van de klant ingericht, van nu af aan kan de klant het verloop van zijn herstelling zelf opvolgen. Alle informatie omtrent de werking van deze service vindt hij terug onderaan de herstellingsfiche die u hem overhandigt.

aanvaard de algemene voorwaarden [Lees de algemene voorwaarden](#)

**Registreren**

\* Verplicht in te vullen velden



**DIL REPAIRCENTER** | Apple Authorised Service Provider | SAMSUNG Service Partner | alcatel | HUAWEI | Wiko | doro | mi

FR NL DE

**DIL**

- Algemene voorwaarden

**Partnersite**

- Onthaal
- Verzoek voor herstelling
- Verzendlijst
- Oprolging van herstellingen
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- Rekeningafschrift

**Hulp Online**

- Diagnostische Hulp
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Uitloggen

De herstelling is met succes geregistreerd.  
U kan de herstelling terug vinden op de verzendlijst onder hetvolgende klantennummer : EURO01500334

Een herstellingsfiche in PDF zal in enkele minuten opeengaan. Kunt u ze drukken a.u.b. en ze aan de reparatie toevoegen.

 [Herstellingsfiche \(PDF\) - \(Ontvangt\)](#)

[Terug naar de herstellingsfiche](#)

**Opgelet : Nieuwe procedure !**

Binnenkort zal DIL een nieuw systeem van automatisch scannen van documenten implementeren. Bijgevolg zal er u geen enkele faktuur meer teruggezonden worden. Gelieve ons dus vanaf heden **enkel kopieën van facturen** toe te sturen.

Dank u voor uw begrip  
DIL

Distribution Internationale Luxembourg - 211 Rue des Romains - L-8041 Bertrange



EURODIS00334 - DORO PhoneEasy 100w Black

## HERSTELLINGSFICHE N° EURODIS00334 (Ingang)

### EINDKLANTINFORMATIE

Uw dossiernummer :	1234	Maandag 01 maart 2021
Naam/Voornaam :	TESTCASE	J&J COMPANY EURODISTRIBUTION
Firma :		Gentsesteenweg 125
Adres :	TESTPLEIN 12	BE-8530 Harelbeke
Postcode :	BE-9600	Tel: +32 56 72 42 66
Stad :	RONSE	
Tel :	056 72 42 66	
GSM Nr :		
E-mail :		

### MATERIAAL

Merk:	DORO	Administratieve waarborg: Ja
Model:	PhoneEasy 100w Black	Aankoopdatum *: 28/02/2021
		* verplichtend om te genieten van de administr. waarborg
IMEI:	PRC123456789	!! DOA !!
		Datum afgifte klant: 01/03/2021
Geleverd met:	Factuur Batterij Lader Originale Doos Batterij Cover Docking Station	

### SYMPTOMEN

Symptoom N°1:	01A - Schakelt niet aan
Bemerking:	TEST WITH CUSTOMER & NEW BATTERIES: DEVICE DOES NOT START
Symptoom N°2:	
Bemerking:	
Symptoom N°3:	
Bemerking:	

**Volg uw herstelling in realtime op via de website [www.info-repair.net](http://www.info-repair.net) door gebruik te maken van de opvolgcode : 6375723**

Handtekening :



**DIL REPAIRCENTER** | Apple Authorised Service Provider | SAMSUNG Service Partner | alcatel | HUAWEI | Wiko | doro | mi

FR NL DE

**DIL**

- Algemene voorwaarden

**Partnersite**

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**Selectie**

Alle In voorbereiding Verzonden

Klantenreferentie	Klantnummer	Merk	Model	IMEI	Zenden	N°
1234 TESTCASE	EURODIS00334	DORO	PhoneEasy 100w Black	PRC123456789	<input checked="" type="checkbox"/>	

Herstellingen in verzend status : 1

**Maak de Verzendlijst op**

Diffusion Internationale Luxembourg - 211 Rue des Romains - L-2041 Bertrange



## AGFEO / AUERSWALD / CONCORDE / ELARI / EUPHONIC / GEEMARC / GESKO / HYTERA / MATRIX / MAXCOM / MTT / OTL / PELTOR / PROMATE / SYCO / MOTOROLA / TECDESK / TIPTEL

Service website

[https://www.eurodistribution.be/rma/form\\_nl.php](https://www.eurodistribution.be/rma/form_nl.php)

RMA Procedure

Offer products at Eurodistribution via [https://www.eurodistribution.be/rma/form\\_nl.php](https://www.eurodistribution.be/rma/form_nl.php)

### Conditions

Please consult the terms and conditions

Any repair must be registered in advance on the website [www.eurodistribution.be](http://www.eurodistribution.be) by filling in the RMA document. Without RMA, an administration fee of 20€ excluding VAT will be charged.

Devices must be sent by the dealer to the technical service:

*Eurodistribution Service*

*Gentsesteenweg 125,*

*8530 Harelbeke*

Transport costs to Eurodistribution are at the dealer's expense. The repair will be returned at Eurodistribution's expense, if the device is under warranty. NO WARRANTY = at the expense of the dealer.

A device within the warranty period must always be accompanied by a valid proof of purchase. A valid proof of purchase is a document stating the store details, model, serial or IMEI number, sale price as well as invoice date. Proofs of purchase sent after an estimate has been drawn up are not eligible for the warranty application. Eurodistribution cannot be held responsible for data loss.

Batteries are not covered by the warranty, unless otherwise stated in the manufacturer's warranty conditions.

The repair cannot be carried out under warranty if the following facts are established: oxidation or corrosion, accidental or intentional damage (including broken screens, visible or not), negligence, abnormal conditions of use, failure to follow the manufacturer's instructions (regardless of written or oral), misuse, alteration or damage by third parties.

The repair price of the repair remains at the dealer's expense if the device is not covered by the warranty in accordance with the conditions laid down by the manufacturer.

If a device does not fall within the warranty conditions, a specification is automatically drawn up. A repair less than €50 excl. VAT will be carried out immediately and without specification. The specifications are made subject to change and may be subject to changes if other defects are identified during the repair. If the dealer does not want to accept the quote, the dealer can waive the repair. In this case, research costs will be charged. The research costs amount to a minimum of 20 € excluding VAT and transport costs. The dealer also has the option to have the device destroyed, in this case the costs will lapse, only if explicitly stated so.

Without a prior diagnosis of the device, no price for an out-of-warranty repair can be given.

If there is no response to a quote, the device will become the property of Eurodistribution after 3 months.

Eurodistribution cannot be held responsible for any delay or other problems related to the devices sent to an external repair service.



There is a 3-month warranty on the repair carried out (only if it concerns the same fault as the previous repair)

In the event of an incorrect return (no error detected or a deviating problem), an investigation costs of 20 € excl. VAT and transport costs will be charged.

## WARRANTY CONDITIONS

1. The statutory rights of the consumer with regard to warranty are included in the law of 1 September 2004 on the protection of consumers in the sale of consumer goods (BS 21.09.2004). This does not concern the general guarantee scheme against hidden defects that is included in the Civil Code (Articles 1641 to 1649).

Since 1 January 2005, the date of entry into force of this law, the professional seller has the legal obligation to supply the consumer with a consumer good that complies with the sales contract. In the event of a lack of conformity of a consumer good purchased from a seller, the law offers the consumer legal protection for 2 years from the delivery of the good in accordance with the manufacturer's conditions.

2. Any device sent in for repair within the warranty period must be accompanied by a valid proof of purchase and must be registered in advance on the website [www.dil.lu/](http://www.dil.lu/) [www.eurodistribution.be](http://www.eurodistribution.be).

3. A valid proof of purchase is a (digital) document stating the details of the store, the model, the serial number (IMEI), the sale price as well as the date of the invoice

4. Proofs of purchase sent after the specification have been drawn up are not covered by the warranty.

5. The price for the repair remains at the customer's expense if the repair is not covered by the warranty in accordance with the conditions laid down by the manufacturer or in the absence of a valid proof of purchase.

6. The repair cannot be carried out within the warranty if traces of oxidation are found, the IMEI label of the device is missing or if the device is damaged (fall, impact, mechanical problem,...).

7. Data backup, device configuration, security code unlocking, cleaning (dust, traces, ...) as well as virus removal are not covered by the warranty. The customer is obliged to make a backup before depositing the device for repair and to remove the device from his Google or iCloud account in case of abandonment as the management of his data is entirely his responsibility. DIL cannot be held responsible for the loss or unfortunate use of data.

8. All elements (administrative guarantee, accessories, condition of the device) are checked upon receipt. A receipt is then sent, which must be checked by the customer. Any problems or discrepancies should be emailed to the following address [info@dil.lu](mailto:info@dil.lu) within 24 hours. If this term has expired, no complaint will be accepted.

9. In the event that the repair cannot be made under the warranty, we will automatically provide a quote unless there is a prior agreement from the customer for a certain amount when a device is declared to be irreparable as a result of damage that is not covered by the warranty (oxidation, loose components, ...) will be returned with the invoice for administrative costs.

The quote is under reserve and can be changed if other faults are found during the repair.

10. If the specification is rejected (not repaired return request) or if the defect is not established, administrative costs, as laid down in the specification, will be charged.



11. In the event that an offer is made, the customer will be given a time limit to communicate his answer. Once this term has expired, the repair will be returned with a billing or administrative fee or deemed abandoned, at DIL's discretion. Leaving behind, both after the expiry of the term to reply to a

quotation or at the express request of the customer, will in both cases irreversibly result in the transfer of ownership from the customer to DIL

12. The repairs (shipments-returns) are sent in secure boxes (robust and sealed) to avoid loss or damage during transport. The chest must be opened by the customer and, if one of the seals is missing, must be refused. The repairs are accompanied by a return list with all returned elements (devices, accessories, ...). This list must be checked by the customer. Any problems concerning the boxes or the returns must be communicated within 24 hours by e-mail to the following address [info@dil.lu](mailto:info@dil.lu). When this term has expired, no complaint will be accepted.

13. Each repair is warranted for 3 months for the same defect. In the event of an unjustified return (no detected defect or an abnormal problem), an administration fee will be charged.

14. Without a previous diagnosis of the device, no price for an out-of-warranty repair can be given.

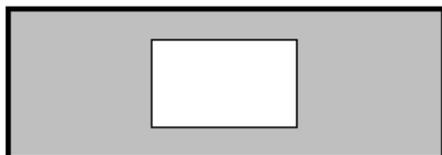
15. DIL cannot be held responsible for any delay or other problems related to the devices sent to an outside center. This is checked regularly to ensure follow-up, but the entitlements are limited.

Eurodistribution Service:

[service@eurodistribution.be](mailto:service@eurodistribution.be)

+32 56 72 42 66

## Emballage correcte / Juiste verpakking



= stevige kartonnen doos  
= boîte en carton solide



= toestel  
= appareil



= schok absorberend materiaal + doos volledig opvullen a.u.b.  
= matériel de rembourrage absorbant les chocs  
+ remplir complètement la boîte s.v.p.