Huawei Consumer Warranty Process NZ

WARRANTY PROCESS

# All Huawei products have a 1-year Manufacturer’s Warranty

Retailers to contact Mobile City directly (third-party repairer) to perform a basic assessment of the product. Please include the below:

1. Product code and description
2. IMEI/serial number
3. A clear description of the fault

**Mobile City Contact Details**

* Main Contact: Daniel Wu
* Email address: Daniel.wu@mobilecity.co.nz
* Store Address: 704 Great South Road, Penrose, Auckland 1061
* Phone number: +64 9 954 5660
* Hours of Operation: Mon-Sat 10AM to 6PM. Sun 12 to 6PM

Once Mobile City have approved the assessment and deemed faulty, Mobile City will send an OBF (out of box failure) approval email which you can forward to [returns.authorities@dickerdata.co.nz](mailto:returns.authorities@dickerdata.co.nz)

Once Dicker Data have received an OBF confirmation, we will issue a credit note or replacement to the store.

If the assessment is not approved, the device will be sent back to the customer (no service charge).

Note: Mobile City process time may vary depending on how busy they are, generally inspections are run once a week.