



**Dear Sonim-customer, Sonim-Retailer and Distributor,**

Sonim Technologies is the provider of the world's most rugged, water-submersible mobile phones designed specifically for workers in demanding and hazardous environments. Sonim phones are backed by a three-year comprehensive warranty, covering not only manufacturing defects but also the accidental damage

**For any inquiry on you Sonim mobile phone please contacts our Sonim Customer Service Center Tel: 0800 74858 (BE), 0800 0224233 (NL) or [support\\_benelux@sonimtech.com](mailto:support_benelux@sonimtech.com)**

**Extended support, downloads and settings are available at [www.sonimtech.be/support/](http://www.sonimtech.be/support/)**

### **Warranty conditions**

Warranty conditions can be found within the user manual (also available in our website download section). Sonim and SBE reserve the right to charge a handling fee if a returned product in accordance with the terms contained in the user manual is not covered under Sonim's three –year comprehensive warranty.

### **Handset repair:**

For Benelux SBE (Bornem, Belgium) provides the aftersales service on behave of Sonim. Ensure to back up the phone data before sending the handset, do not ship any accessories like SIM Card, Belt Clip, etc. Sonim does not take any responsibility for any lost information of any kind and will not reimburse you for any such loss. You should always make backup copies of all the information stored on your Sonim Product such as downloads, calendar and contacts before handing in your Sonim Product for repair or replacement.

To ensure a fast service you need to include a **copy proof of purchase**, (brief) **complaint description** and **your contact details**. There is no need to ship battery or charger except when these are complaint related. As customer you need to take care for a proper packaging of the shipment

You can ship your Sonim phone for service directly to SBE or (for customers located in The Netherlands) via Mikropakket. Mikropakket provides the handling to SBE in Bornem and return after repair.

#### **SONIM – SBE**

Rijksweg 19  
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België  
Tel : +32(0) 3 740 35 40

#### **Mikropakket Nederland B.V.**

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**Best Regards,  
Sonim Technologies**