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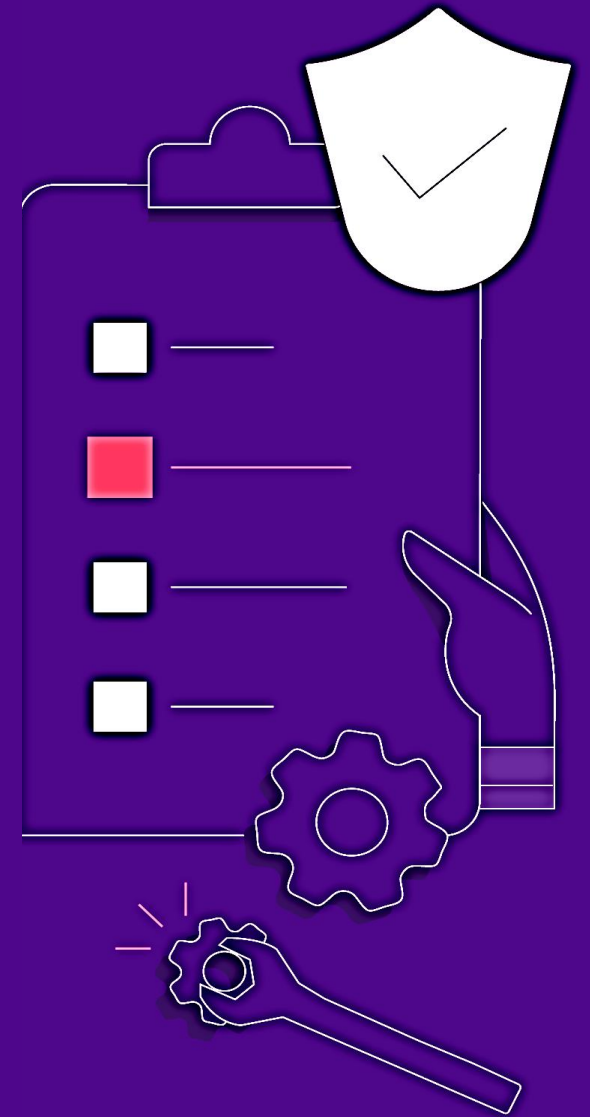
1

Warranty

The warranty does not cover the following cases of misuse:

- Malfunctions caused by improper use or negligence.
- Physical damage, including breakage, scratches, liquid damage, or any other external damage.
- Malfunctions resulting from unauthorized modifications or repairs.
- Damage caused by the use of non-genuine accessories or cables.
- Malfunctions resulting from installation or use that does not comply with the manufacturer's instructions.
- The warranty for consumable components integrated with or supplied with the product, such as the battery, is subject to the manufacturer's warranty policy.

Warranty coverage is subject to the manufacturer's warranty terms and conditions



2

Devices Covered by stc Protect

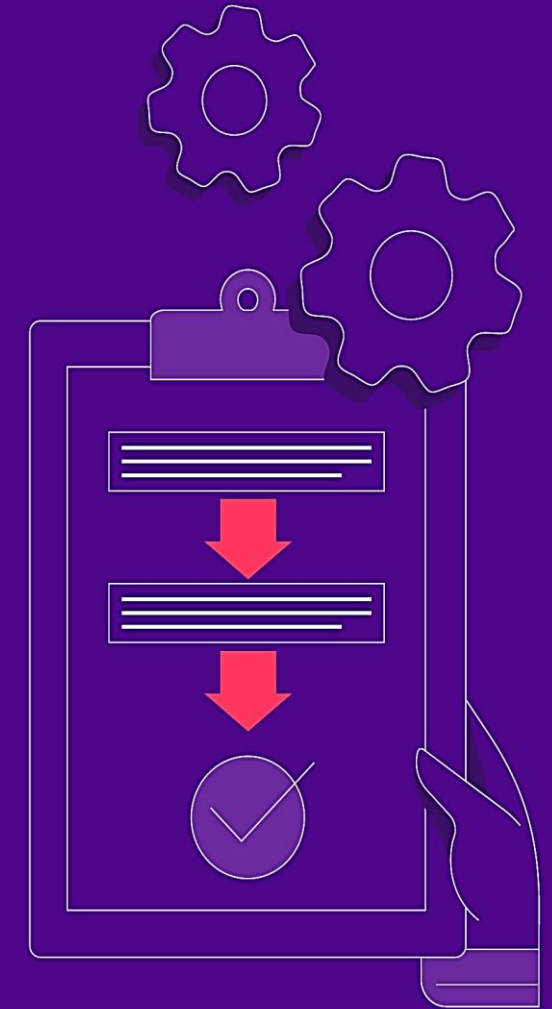
To view the devices covered under the stc Protect program, scan the QR code below or call 900.



3

After Sales Procedures

Device Type	Condition	Procedure	Processing Time
All Devices	Manufacturing defect reported within 72 hours from the purchase date.	The device will be replaced with a new unit of the same model and condition, in accordance with the approved stc Replacement Policy.	3–5 business days from the date the device is received.
Apple (iPhone / iPad) & Baity Router	Manufacturing defect reported after 72 hours from the purchase date and within the warranty period, or any defect requiring repair.	The device will be received and inspected at an stc Service Center or an authorized Collection Point. The appropriate action will be taken based on the technical inspection results.	Up to 14 business days from the date the device is received.
Devices Not Covered by stc Warranty	Repair or after-sales service is required.	The customer will be referred to the authorized service provider or manufacturer.	According to the service provider's standard processing time.



4

Router Support

5G Home Internet - Coverage Issue During the Trial Period

Customers may return any 5G Home Internet package, including the router, within 72 hours of the purchase date if they experience a coverage issue.

Eligibility Criteria:

- Purchased online via mystc or from any stc branch
- The package must be complete with no missing items.
- The router must be free from any physical damage or signs of misuse.

Locked Router : How to Reset the Router SIM PIN Using the PUK Code

1. Insert the SIM card into the router, then enter an incorrect **PIN** three consecutive times until the device prompts you to enter the PUK code.
2. Enter the **PUK** code, then set a new **SIM PIN**. The new PIN **must be "0000"**.
3. Disable the SIM PIN by completing the following steps on your mobile phone:
 - Settings
 - Mobile Network
 - SIM PIN
 - Disable SIM PIN
 - Enter 0000 to confirm and disable the SIM PIN.
4. Reinsert the SIM card into the router and wait 5 minutes for the router to recognize the SIM card.

عام - Public

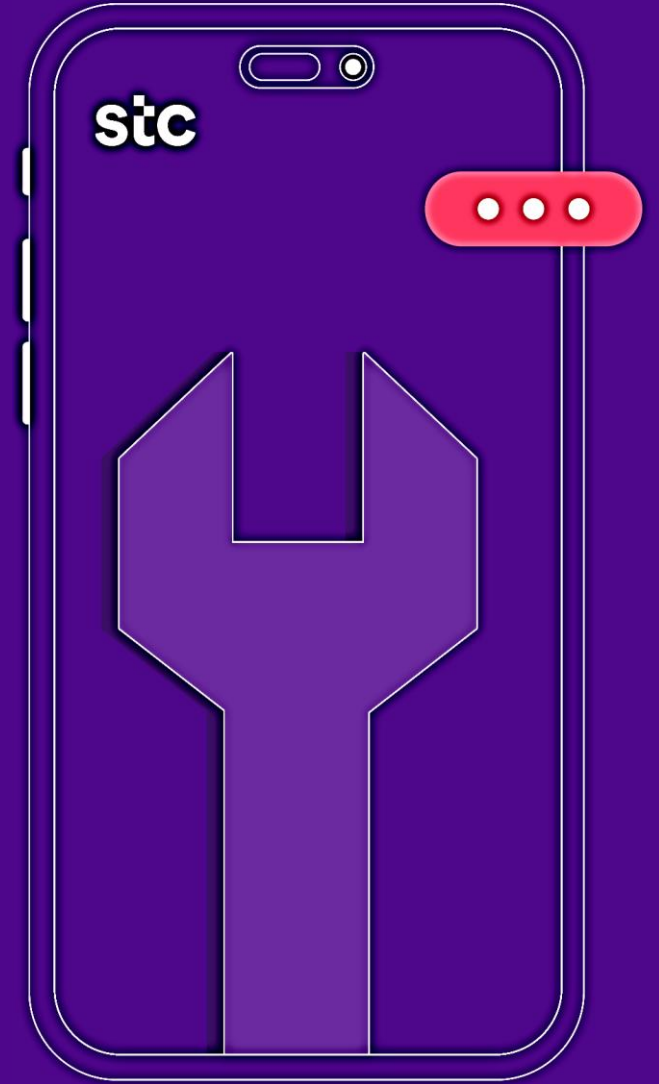


Refurbished Devices Warranty & Repair Policy

Condition	Procedure
Manufacturing defect reported within 72 hours of the purchase date.	The device will be returned, and a full refund will be issued after confirming a manufacturing defect and verifying that there are no signs of misuse or previous repair.
Manufacturing defect reported after 72 hours and within the warranty period.	The device will undergo technical inspection and the required repair will be carried out. If the device cannot be repaired, a refund will be issued after deducting a 2% monthly depreciation fee for each month of use.
Out-of-warranty defect or damage resulting from misuse.	The device will be inspected, the repair cost will be determined, and the repair will proceed upon customer approval and payment of the applicable charges.



- The warranty period for refurbished devices is determined through the mystc application.
- stc reserves the right to refer customers to an authorized third-party service provider.
- The original purchase invoice must be presented when requesting service.
- All personal accounts (Apple ID, iCloud, and Google Account) must be removed before handing over the device.
- All service requests are subject to an authorized technical inspection.





Device Return Policy

Devices purchased from stc may be returned within 7 days of the purchase date, subject to the following conditions:

- Purchased online through mystc.
- Purchased by cash payment only (not applicable to installment purchases).
- The device must be returned in its original packaging, unused, and in the same condition as purchased.
- For devices that include accessories, all original accessories and packaging must be returned in their original condition. Returns will be rejected if any accessory has been used or is missing.
- These conditions apply to all devices sold by stc, except 5G Home Internet packages, which are subject to a separate return policy.



7

Service Centers

Jeddah

Prince Sultan Street, Al Masarah Square
Sunday – Thursday
10:00 AM – 6:00 PM

Location:

https://maps.app.goo.gl/nXkKz6FADeQnVfJC8?g_st=iw

Khamis Mushait

Prince Sultan Street, Bin Jalalah Mall
Sunday – Thursday
10:00 AM – 6:00 PM

Location:

<https://g.co/kgs/kZqWmJo>

Dammam

Imam Ali Bin Abi Talib Road, Al Murikabat District
Sunday – Thursday
10:00 AM – 6:00 PM

Location:

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Riyadh

Aban Center, King Abdulaziz Road
Sunday – Thursday
10:00 AM – 6:00 PM
Friday – Saturday
4:00 PM – 8:00 PM

Location:

<https://goo.gl/maps/ANCyVVnS7xyf9GuH6>



Public - عام

stc

Devices Covered & Not Covered by stc Warranty

Devices Covered by stc Warranty:



iPhone/iPad

ZTE



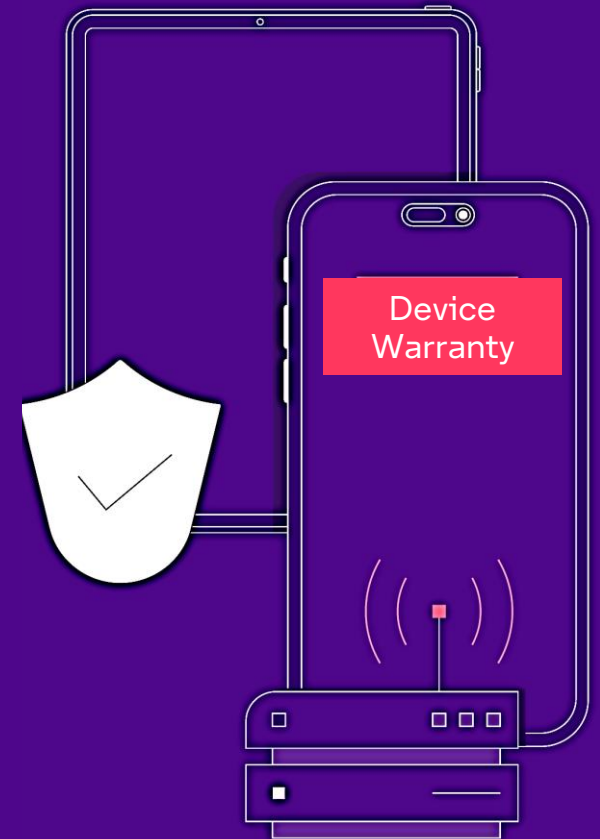
5G Home Internet
Routers

RIVERSONG

vaster

Devices Not Covered by stc Warranty:

Please refer to the authorized service providers listed on the following pages



Authorized Service Provider Directory

Smartphones & Tablets

Brand	Service Provider	Contact
Huawei	Huawei Service Center	8001220888
HONOR	HONOR Service Center	8008440443
Lenovo	Lenovo Service Center	8008501298
Motorola	Tawasul tech	551215496
OPPO	OPPO Service Center	8008500838
Samsung	Samsung Service Center	8002474357
Xiaomi	Xiaomi Service Center	8001202002
Telo	Asr Al Jawal	8001244402
Nothing	Maxus Service Center	547350990

Gaming & Entertainment

Brand	Service Provider	Contact
Nintendo	Nintendo Service Center	966 114000000
Sony PlayStation	Modern Electronics	920007669
Xbox	Alfalak	599544142
Geekay	Geekay Service Center	543097882
Thrustmaster	Thrustmaster Service Center	8001207669

Robotics & Smart Devices

Brand	Service Provider	Contact
Ecovacs	Ecovacs Service Center	8001207669
RoboVac G10	Eufy Service Center	8008500030
iRobot	iRobot Service Center	920033789
Withing	Withing Service Center	920033789

Computers & Accessories

Brand	Service Provider	Contact
Apple Accessories	Apple Customer Service	8008449724
ASUS Laptop	Best Arabian Trading	8008500854
HP Laptop/Printers	HP Service Center	8008440785
Microsoft Laptop	Alfalak	599544142
BenQ	Shamel Computers	591661634
Bose	aDawlah Company	920000537
Anker	Anker Service Center	8008500030
Elgato Streaming Devices	Elgato Service Center	114611556
Garmin	Garmin Service Center	112253777
JBL	Jaddaf	920014154
PanzerGlass	stc Service Center	8001243020
Hyperx	HP Service Center	8008440785
Razer	Modern Electronics	920007669
Logitech	Geekay Service Center	543097882
Gameon	Gameon Service Center	551713485/501147575
Belkin	stc Service Center	8001243020
Acer	Acer Service Center	545818889
Vaster	stc Service Center	8001243020
WHOOP	stc Service Center	8001243020

Authorized Service Provider Directory

Networks & Connectivity

Brand	Service Provider	Contact
Linksys	Linksys Service Center	8008445905
Nextivity	stc Service Center	8001243020
TP-Link	Tapo Service Center	118349643
Soyealink	stc Service Center	8001243020
SUNMI	stc Service Center	8001243020
Rewaa	Rewaa Service Center	8001244020
Cashin	Cashin Service Center	920023389
Tineco	Dozn Service Center	8001207669
Marn	Marn Service Center	920006276

Car Accessories & Smart Cameras

Brand	Service Provider	Contact
DDPAI	DDPAI Service Center	506672013 - 920003440
BlackVue	70mai Service Center	506672013 - 920003440
70mai	70mai Service Center	506672013 - 920003440
Thinkware	70mai Service Center	506672013 - 920003440

Smart Home & Security

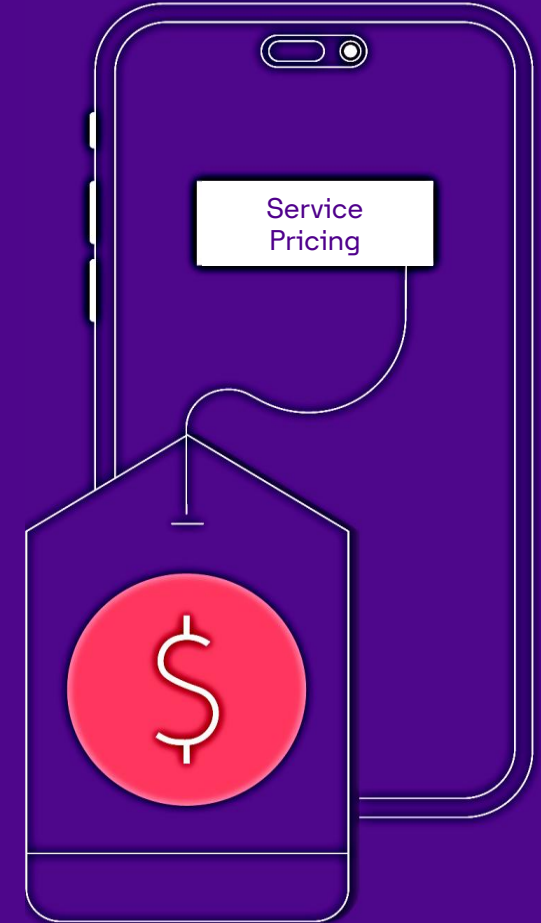
Brand	Service Provider	Contact
Amazon	Amazon Service Center	8008500931
Dahua	Dahua Service Center	551217895
Ezviz	Ezviz Service Center	920011291
HikVision	Hikvision Service Center	920011291
IMOU	IMOU Service Center	8008912089
Ring	stc Service Center	8001243020
Philips Hue	Philips Hue Service Center	554445336
Eufy BodySense Smart	Eufy Service Center	8008500030
KHWAREZM	stc Service Center	8001243020
Legrand	stc Service Center	8001243020
Wiz	SENSIBO Service Center	112020233/554402092

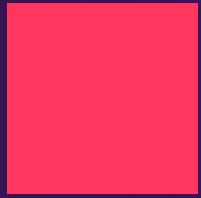
TVs & Home Audio

Brand	Service Provider	Contact
LG TVs & Sound Bar	United Yousef Naghi	920007788
TCL TV & Sound Bar	Al-Esayi	8002440305
Soundcore	Anker Service Center	8008500030
Sony TV's	Modern Electronics	920007669

Repair Service Pricing

The following pages provide the out-of-warranty repair, replacement, and spare parts pricing for Apple devices (iPhone & iPad).

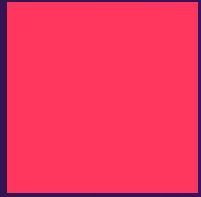




iPhone

Device Model	Back Glass	Mid-System	TrueDepth Camera	Rear Camera	Battery	Display	Whole Unit Replacement
iPhone 15	847.81	1,915.94	993.47	789.18	371.54	1,377.52	2,860.05
iPhone 15 Plus	913.67	2,180.94	993.47	789.18	371.54	1,593.21	3,111.90
iPhone 15 Pro	847.81	2,435.83	976.90	1,010.88	371.54	1,607.15	3,425.85
iPhone 15 Pro Max	913.67	2,628.43	960.32	1,219.56	371.54	2,001.43	3,621.34
iPhone 16	847.81	1,932.93	976.90	776.46	353.69	1,377.52	2,860.05
iPhone 16 Plus	921.50	2,200.43	985.18	782.82	353.69	1,607.15	3,111.90
iPhone 16 Pro	847.81	2,435.83	985.18	1,252.04	403.77	1,607.15	3,425.85
iPhone 16 Pro Max	921.50	2,628.43	985.18	1,252.04	403.77	2,001.43	3,851.35
iPhone 16 e	891.51	-	865.77	603.57	371.54	1,247.63	2,250.31
iPhone 17	891.51	2,011.35	865.77	682.23	371.54	1,718.72	3,111.90
iPhone 17 Pro	891.51	-	865.77	1,080.77	425.36	1,718.72	3,851.35
iPhone 17 Pro Max	891.51	2,241.36	865.77	1,080.77	425.36	2,142.47	4,115.85
iPhone 17 Air	891.51	2,241.36	865.77	682.23	425.36	1,718.72	3,621.34

- Out-of-warranty replacement is subject to a service fee of SAR 100 plus 15% VAT.
- When replacing the Mid-System, the display, cameras, and back glass from the customer's original device will be reused.



iPad

Device Model	Replacement Price (SAR)	Device Model	Replacement Price (SAR)
iPad Pro 13 Inch (M4) Wi-Fi + Cellular	4,847.81	iPad Air 13 Inch (M2) Wi-Fi + Cellular	3,067.12
iPad Pro 13 Inch (M4) Wi-Fi	4,607.46	iPad Air 13 Inch (M2) Wi-Fi	2,847.67
iPad Pro 12.9 Inch (6th Gen) Wi-Fi + Cellular	3,771.46	iPad Air 11 Inch (M2) Wi-Fi + Cellular	2,381.61
iPad Pro 12.9 Inch 3rd Gen, Cellular	3,067.12	iPad Air 11 Inch (M2) Wi-Fi	2,077.64
iPad Pro 12.9 Inch 3rd Gen Wi-Fi	3,067.12	iPad (8th Gen) Wi-Fi	1,246.73
iPad Pro 12.9 Inch 4th Gen Wi-Fi + Cellular	3,067.12	iPad (7th Gen) Wi-Fi + Cellular	1,246.73
iPad Pro 12.9 Inch 4th Gen Wi-Fi	3,067.12	iPad (A16) Wi-Fi	1,460.12
iPad Pro 11 Inch Wi-Fi	2,278.59	iPad (A16) Wi-Fi Cellular	1,677.56
iPad Pro 11 Inch Cellular	2,381.61	iPad Air 11 Inch M3 Wi-Fi	2,133.19
iPad Pro 11 Inch (2nd Gen) Wi-Fi + Cellular	2,381.61	iPad Air 11 Inch M3 Wi-Fi Cellular	2,361.01
iPad Pro 11 Inch (2nd Gen) Wi-Fi	2,381.61	iPad Air 13 Inch M3 Wi-Fi	2,847.67
iPad mini (A17 Pro) Wi-Fi + Cellular	1,994.95	iPad Air 13 Inch M3 Wi-Fi Cellular	3,067.12
iPad mini (A17 Pro) Wi-Fi	1,691.90	iPad (A16) Wi-Fi	1,460.12

→ Out-of-warranty replacement includes a SAR 100 service fee plus 15% VAT.

Thank You For Choosing stc!

We're committed to delivering an exceptional After Sales experience and supporting you every step of the way.

Contact Us:



8001243020



SCCS@channels.com.sa

Press 1 – Delivery Services

Press 2 – Smart Devices After Sales Services

Press 3 – IoT & Smart Solutions After Sales Services