

# smart devices user guide for after-sales services



**stc**

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Thank you for visiting **stc** showrooms and for choosing this device that we hope will meet your expectations & satisfaction.

This guide contains comprehensive and detailed information about all after-sales services for smart devices, the locations of service centers and time required for maintenance. In addition to all procedures relating to warranty and maintenance.

**stc's** warranty is only available for apple products (iPhone/iPad), service relating to other companies is provided by authorized dealers of each company.

**Warranty period is 24 months starting from the date of purchase of the hardware device. The warranty is linked to the serial number of the device, which represent a reference guarantee for the client.**

### **The warranty will not cover the following misuse cases:**

- 1.** Repair in unauthorized repair centers
- 2.** External or internal breakage
- 3.** Scratching or normal wear and tear
- 4.** Damage due to humidity or liquid
- 5.** Electrical hazards due to connecting to high voltage and wrong power supply
- 6.** Illegal modifications, software or hardware.

If warranty does not cover the damaged device due to misuse or warranty expiration, **stc** will repair the device upon customer's request based on nonwarranted repair fees.

*For more information on the device's warranty, please contact the call center number:*

**Customer Service Center: 920026900**

## After-sales procedures for all devices:

| Problem Description   | Type of Device         | Due Procedure   |
|---|------------------------|---|
| If you face any malfunction resulting from a manufacture defect within 72 hours from date of purchase.  | Apple<br>(iPhone/iPad) | The device will be replaced with a new one of the same model along with its box, provided that it is returned in the same condition to the same branch from which the device was purchased. |
| If you face any malfunction after 72 hours from date of purchase (manufacture defects that require maintenance or replacement).<br>If you face any issue related to misuse after 72 hours from date of purchase | Apple<br>(iPhone/iPad) | Please visit <b>stc</b> maintenance centers in main cities or collection points.  |
| If you face any malfunction after purchase (manufacture defects that require replacement).  | All other devices      | Kindly refer directly to the authorized dealer.   |

# Maintenance period in main cities

After sales  
services  
in main cities

| Type of Device      | Maintenance Level                        | Maintenance Period   |
|---------------------|--|--|
| Apple (iPhone/iPad) | Software restoration or replacement      | 14 working days from device received date, original invoice and deactivating "Find Device" option. |
| Other devices       | As per device's authorized dealer policy | Determined by the authorized dealer.   |

# Maintenance period in other cities

After sales  
services  
in other cities

| Type of Device      | Maintenance Level                        | Maintenance Period   |
|---------------------|--|--|
| Apple (iPhone/iPad) | Software restoration or replacement      | 14 working days from device received date, original invoice and deactivating "Find Device" option. |
| Other devices       | As per device's authorized dealer policy | Determined by the authorized dealer.   |

## Service centers in main cities: Riyadh, Jeddah, Dammam & Khamis Mushait

### stc Maintenance Centers

|                               | Riyadh  | Dammam  | Jeddah   | Khamis Mushait                              |
|-------------------------------|---|---|--|---|
| <b>Address</b>                | Aban center,<br>Exit 5, King<br>Abdulaziz<br>street | Dhahran Street<br>branching from<br>King Khaled<br>Road, Adamah<br>District | Palestine Road -<br>Al Shurafiya<br>District -<br>Opposite Naft<br>Station | Prince Sultan<br>Road -<br>Bin Jalalah Mall |
| <b>Telephone</b>              |   | 920026900   |  |   |
| <b>Official Working Hours</b> | Sunday - Thursday from 9:00 AM to 10:00 PM          |   |  |   |

## Service centers in other cities

| City            | Address         |
|-----------------|-----------------|
| Al-Kharj        | Olaya           |
| Al Majma'ah     | King Fahad      |
| Afeef           | Afeef           |
| Dawadmi         | Al-Quds         |
| Shaqraa         | Shaqraa         |
| Unaizah         | Al-Ashrafiyah   |
| Al-Ras          | King Abdulaziz  |
| Hail            | Hail Station    |
| Al-Aflaj        | Laila           |
| Wadi Al-Dawasir | Wadi Al-Dawasir |
| Buraidah        | Al-Rayyan       |
| Yanbu           | Al-Imara        |
| Mecca           | Al-Raseefa      |
| Madinah         | Al-Hazm         |
| Al-Ola          | Al-Ola          |
| Taif            | Shihar          |
| Taif            | Ranya           |
| Al-Ahsa         | Al-Uwaimriya    |
| Jubail          | Al-Fanateer     |
| Khafji          | Al-Aziziyah     |

|                 |                                      |
|-----------------|--------------------------------------|
| Al-Hafoof       | Al-Andalus                           |
| Hafr Al-Batin   | King Khalid                          |
| Al-Jawf         | Al-Muhammadiya                       |
| Al-Qurayyat     | Al-Qurayyat                          |
| Turaif          | Al-Musa'adiyah                       |
| Arar            | Al-Musa'adiyah                       |
| Rafha'a         | Al-Musa'adiyah                       |
| Dumat Al-Jandal | Dumat Al-Jandal                      |
| Tabarjal        | Tabarjal                             |
| Al-Wajh         | Al-Balad- Al-Wajh                    |
| Omloj           | Omloj                                |
| Tabuk           | Al-Mahrajan                          |
| Arar            | Al-Salhiyah                          |
| Bisha           | Assir Street-Behind the municipality |
| Sabt Al-Alayah  | Sabt Al-Alayah                       |
| Najran          | King Abdulaziz Road                  |
| Al-Baha         | City Center                          |
| Al-Mikhwat      | Al-Mikhwat main street               |
| Jizan           | Jizan                                |
| Baljurashi      | Baljurashi                           |
| Sarat Abidah    | Al-Rabwah- Sarat Abidah              |



*All other brands*

For other products, please call  
our toll free number

**920026900**

