



Smart Devices User Guide for After-Sales Services



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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, service relating to other companies is provided by authorized dealers of each company.

Warranty period is of 24 months starting 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 24 hours from date of purchase.	Apple iPhone	The device will be replaced with a new one along with its box, provided that it is returned to the same branch from which the device was purchased.
If you face any malfunction after 24 hours from date of purchase (manufacture defects that require maintenance or replacement). If you face any issue related to misuse within/ after 24 hours from date of purchase	Apple iPhone	Please visit STC 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

	Type of Device	Maintenance Level	Maintenance Period
After sales services in main cities	Apple devices	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

	Type of Device	Maintenance Level	Maintenance Period
After sales services in other cities	Apple devices	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

Apple

	STC Maintenance Center Riyadh	STC Maintenance Center, Dammam	STC Maintenance Center Jeddah	STC Maintenance Center Khamis Mushait
Address	Aqariyah 2, Beside Arab National Bank, at the crossing of Musa bin Nusayer Street and Olayah Street	Dhahran Street branching from King Khaled Road, Adamah District	Palestine road - District Al Shurafiya - Opposite Naft Station	Prince Sultan Road - Bin Jalalah Mall
Telephone	920026900			
Official Working Hours	Sunday To Thursday from 9:00 AM To 10:00 PM			

Service centers in other cities

City	Address
Al Kharj	King Fahad St.
Madina	King Abdulaziz Round About
Al Ashsa	Al Andlus - King Fahad st
Bisha	Asir st. - Behind Municipal Office
Jubail	AlFanateer
Makkah	AlResaifah - AlNakheel Plaza
Yanbu	AlTahliah - Omar Ibn Alkhatab st. - Alserafi
Hail	Hail Downtown
Al Taif	Kamal Mall
Al Taif	Ranyah
Hafr Albaten	Almuhammadiyah

City	Address
Najran	AlFaisaliah
Al Baha	Airport Road
Jizan	Prince Sultan st.
Aljawf	King Fahad st.
Arar	AlNakheel st.
Rafha	The International Road
Tabuk	Almousa Mall - Jeddah st.
Buraydah	Omar Ibn Alkhattab st.
Domat Aljandal	Prince Sultan st.
Umluj	King Abdulaziz st.
Alwajh	Abo Bakr al siddiq st.
Turaif	Al Massadia Dist. - King Faisal st.
Al Qurayatt	Al- Olayya District
Baljurashi	Next to Baljurashi General Hospital
Sabt Al Alaya	Al Alaya Plaza - General st.

All other brands

For other products,
please call our toll
free number

920026900

