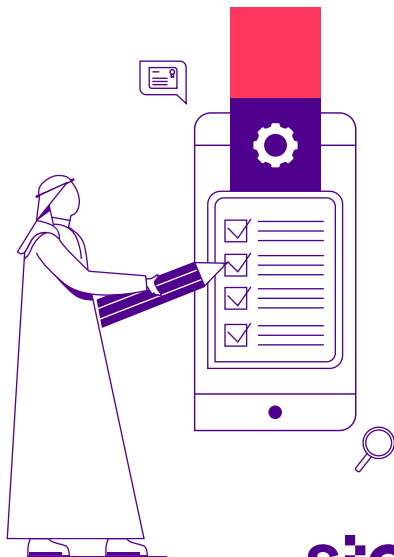


smart devices user guide for after-sales services



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: 8001243020

After-sales procedures for all devices:

Problem Description	Type of Device	Due Procedure
<p>If you face any malfunction resulting from a manufacture defect within 72 hours from date of purchase.</p>	<p>Apple (iPhone/iPad)</p>	<p>The defect device can be exchanged with new one with similar model as per the following conditions: 1- If the device was purchased from a retail branch, it can be exchanged from any retail branch. 2- If the device was purchased through MySTC and was delivered to the customer, the customer must contact customer support 8001243020 and register a request for Device replacement within 72 hours. Note: Must return the device with good conditions along with it's original box and original accessories & it must be free from physical damages. It's mandatory to sign out from iCloud.</p>
<p>If you face any malfunction after 72 hours from date of purchase (manufacture defects that require maintenance or replacement). If you face any issue related to misuse after 72 hours from date of purchase</p>	<p>Apple (iPhone/iPad)</p>	<p>Please visit stc maintenance centers in main cities or collection points.</p>
<p>If you face any malfunction after purchase (manufacture defects that require replacement).</p>	<p>All other devices</p>	<p>Kindly refer directly to the authorized dealer.</p>

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	Within 14 working days from device received date, original invoice and deactivating "Find My 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	Within 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
Address	Aban center, Exit 5, King Abdulaziz street	Al itisalat district, Prince Naif road, Al itisalat Complex.	Al Nahda Shopping Center, Prince Sultan Street, north of History Roundabout, across from Alharam Shopping Center.	Prince Sultan Road - Bin Jalalah Mall
Aftersales number		8001243020		

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 unified number **8001243020**

