

•Warranty period starts from the date of delivery of the product to the consumer and lasts for two (2) years. The entire product, including all its parts, is under warranty during the warranty period. If the product fails, the time spent for repairing is added to the warranty period. The warranty period of the product replaced during the warranty period is limited to the remaining warranty period of the purchased product.

•The maintenance and repair period of the product cannot exceed twenty (20) working days during its lifetime. This period starts from the date when the failure in the product is notified to the authorized service station or the seller, if the warranty period still continues, and from the date of delivery of the product to the authorized service station, if the warranty period has already ended. The consumer can make the failure notice by phone, fax, e-mail, registered letter with return receipt and similar ways. In case of dispute, the consumer has the burden of proof regarding the relevant notice.

•If available, requesting that the sold product be replaced with a non-defective one. The seller is obliged to fulfill the requirement as per the choice of the consumer. The rights of free repair or replacement of the product with a non-defective one can also be used against the manufacturer or the importer. The seller,

the manufacturer and the importer are jointly liable for the fulfillment of the rights specified in this paragraph. The manufacturer or the importer cannot be held responsible if it is proved that the defect has occurred after the product has been put on the market by them. If free repair or replacement of the product with a non-defective one would bring along disproportionate difficulties for the seller, the consumer may use one of the rights to withdraw from the contract or reduce the price in proportion to the defect. If one of the rights to repair free of charge or to replace the product with a non-defective one is preferred, it is obligatory to fulfill this request within a maximum of thirty working days after it is communicated to the seller, manufacturer or importer. However, the consumer's free repair request is fulfilled within the maximum repair period (20 working days). Otherwise, the consumer is free to exercise other rights. In cases where the consumer chooses the right to withdraw from the contract or reduce the price in proportion to the defect, the entire price paid or the amount of the discount made from the sales price is immediately returned to the consumer. All costs incurred due to the exercise of rights are covered by the party that fulfills the right chosen by the consumer.

Along with one of these rights, the consumer may also claim compensation in accordance with the provisions

of the Turkish Code of Obligations No. 6098.

•Authorized service stations or if an authorized service station is not available; respectively, the seller, importer or manufacturer of the product are obliged to determine whether there is a usage error regarding the failures or not, with the report prepared within the maximum repair period for the product and to give a copy of this report to the consumer. The use of the product contrary to the specifications in the introduction text and in the instruction manual, the absorption of liquids, shocks, interventions by unauthorized persons not approved by the manufacturer are considered usage error and the product will be treated outside the warranty. If a usage error is detected on the accessory, the consumer will not be able exercise one of the following rights: the right to request free repair of the product, the replacement of the product with a non-defective one, withdrawal from the contract or request a discount in proportion to the defect.

•Regarding the consumer's complaints and objections regarding the product; the consumer, according to the monetary value in Article 68 of the Law on the Protection of the Consumer No. 6502, may apply to the Provincial/District Consumer Arbitration Committees or Consumer Courts in the place of residence or where

the consumer's transaction is made.

•If the Warranty Certificate is not issued by the seller, the consumer may take legal actions via the General Directorate of Consumer Protection and Market Surveillance of the Ministry of Customs and Trade.

•You may access the technical service centers on the www.generalmobile.com support page.

IMPORTER COMPANY

Title : Telpa Teknoloji Hizmetleri A.Ş.
Address : Hamidiye Mah. Anadolu Cad.
No:14 Kağıthane/İstanbul

Stamp and Signature :

telpa
teknoloji
Telpa Teknoloji Hizmetleri A.Ş.
Hamidiye Mah, Anadolu Cad, No: 14 Kağıthane/İstanbul
Tel: 0212 371 11 00 Faks: 0212 371 11 99
İkileli V.D: 837 054 4762 Tic.Sicil No: 192238

PRODUCT'S

Type : GSM Cell Phone Accessory
Brand : General Mobile
Model :
Delivery Date and Place :
Banderole and Serial No :

SELLER'S

Title :
Address :
Tel :
Fax :
E-mail :
Invoice Date and Number:
Delivery Date and Place :
Signature of Authorized Person :
Company Stamp :

GENERAL MOBILE

Warranty Certificate

www.generalmobile.com