

Xiaomi Service Document Cross Border Service Solution

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1. Xiaomi Warranty Guidelines

This service solution document is released to cover the service and warranty related information for **Xiaomi products sold with Xiaomi warranty**.

In the context of this document, Xiaomi Products refer to Xiaomi smartphones

With regards to the warranty and service information related to the xiaomi stocks sold **without Xiaomi warranty**, please refer to your Xiaomi contact person to discuss the possibilities to offer repair services for these non-xiaomi warranty stocks.

1.1 Handling Process for a non-official product

Non-Official products: Are those Xiaomi products which were not sold through the official distribution channels of Xiaomi in any country in Europe, such products/devices might be direct imports from Asia or other parts of the world.

Xiaomi Authorized Service Centres will only accept official products for service.

For clarity, consumers who have purchased non-official products should refer to the original seller directly to get the service or support needed.

Moreover, before a distributor can process a request for service and send a device to the service center for repair, the device should be checked if it is an official Xiaomi product through the B2X RMA Creation Tool

If the device was found non official, the consumer should be advised to contact the reseller where they have bought the unit from for further support

For further details, and also to review the warranty entitlement across the different regions and countries in EU, please refer to the Information Bulletin attached regarding non official products and warranty entitlement:



Information
Bulletin.pdf

Note: In case the non-official product has reached Xiaomi Authorized service centre by mistake, the service centre will notify the distributor to collect the device back on their own cost (using distributor logistics) as a “return unrepaired” and the distributor will bear the handling fee against this return.

1.2 What is covered by Xiaomi Warranty

1.2.1 Xiaomi warrants that the Products are free from defects in materials and workmanship under normal use and use in accordance with the respective Product user manual, during the Warranty Period (defined below).

Note: an invoice or a proof of purchase must be presented before any service can be offered under warranty

1.2.2 The Warranty Period:

For the Xiaomi Smartphone device and its original in-box accessories, the following warranty period table applies for the following countries in Europe Spain, Poland, France, Italy, Portugal, Belgium, Netherlands, Luxembourg, United Kingdom, Ireland, Austria, Sweden, Denmark, Finland, Latvia, Lithuania, Estonia, Hungary, Switzerland and Norway

Inbox items Warranty Period	
Main Device	24 Months
Battery	24 Months
Charger	24 Months
USB Cable	24 Months
Earphone	24 Months

1.3 What is not covered by the Warranty

Xiaomi Warranty does not cover defects and damages resulting from:

- a) Normal wear and tear of the equipment or otherwise due to the normal aging of the equipment.
- b) The product being used other than in a normal and customary manner.
- c) Any disassembly, repair, alteration or modifications carried out by anyone other than Xiaomi or an Authorized Service Center.
- d) Misuse, abuse, negligence or an accident howsoever caused.
- e) Improper testing, operation, maintenance, installation, or any alteration or modification of the Product.

- f) Spillage of food or liquids, corrosion, rust or the use of wrong voltage.
- g) Scratches or damage to plastic surfaces and all other externally exposed parts due to normal use.
- h) Usage outside of use permitted under the Product's user manual.
- i) This Warranty will not be available if the serial number or warranty seal on the product is illegible, has been defaced or removed.
- j). The Warranty applies to the Product as originally supplied. The Warranty does not apply to any software or other equipment owned by Xiaomi or third parties however, you should check the end-user license agreement, separate warranty/ guarantee statement(s) and/or any exclusions which are provided or intended to apply to such items.

1.4 Consumer Responsibilities

Before the consumer can send his device to Xiaomi or to a Xiaomi Authorized Service Center for service under this Warranty, the consumer should make a backup copy of the contents of his Product and remove all personal information and disable all security passwords. Moreover, the consumer should also try to log out of Mi account and google account on the Smartphone before sending it for service

2. DOA POLICY AND DOA VALIDATION CRITERIA

General DOA Terms and Conditions:

The following DOA terms and conditions apply to Xiaomi stocks sold with Xiaomi warranty in the following countries in Europe: Spain, Poland, France, Italy, Portugal, Belgium, Netherlands, Luxembourg, United Kingdom, Ireland, Austria, Sweden, Denmark, Finland, Latvia, Lithuania, Estonia, Hungary, Switzerland and Norway.

1. The consumer should refer to the point of sale where he bought the unit from in order to raise a DOA claim.

2. DOA Coverage Period from purchase date: a DOA claim can only be processed if the consumer has raised his claim within 15 calendar days from the proof of purchase date for retail shops.
3. In order for a device to be considered for a DOA claim, the device should have a manufacturing failure. A refund request for no reason is not accepted by Xiaomi and the device will not be eligible for a DOA claim.
4. DOA Claim can be only made if the consumer brings back the complete box including the device with all in-box contents altogether to the retail location where he bought the unit from within the coverage period mentioned in point 1 above.
5. The Original Proof of Purchase (POP) should be presented by the consumer to the distributor and a copy of it should be retained by the distributor.
6. The device or other box contents (Main Device+Battery+Charger+USB +Cable+Earphone and any other in-box accessories) do not show any visible signs of consumer abuse and all in-box contents should be in-tact.(only external signs of abuse need to be checked by the distributors).

In order for the distributor to proceed with the DOA claim processing, all of the above terms and conditions should be met. If one or more of the above requirements can't be met, the DOA claim should be rejected towards the consumer and an in warranty or out of warranty repair can be offered to him instead.

Note 1: The role of B2X and its Authorized Service Center (CCS Poland) will be limited to the DOA testing/screening and sharing screening results with the distributor, the refund and/or replacement process for the approved DOA claims will be the responsibility of Xiaomi's distributor.

3. End to end return process flows

3.1 Validating the consumer device before sending it to service

Before the distributor or a local Hub can process a request for service and send a device to service center for repair, the device should be checked if it is an official Xiaomi product through the following link provided by Xiaomi.

https://www.mi.com/en/shield/#secu_en

(Please copy and paste this link to your browser so you can open it)

Only the official products sold under xiaomi warranty can be serviced via the service center in Poland

In case the non-official product has reached the service centre by mistake, the service centre will notify the distributor to collect the device back on their own cost.

3.2 Return process flow for an official Xiaomi product via the Local Consolidation Hub(Local Distributor) :

The appointed in-country Xiaomi Distributor will insure that all DOA screening or repair returns will be consolidated at the local central Hub belonging to the distributor before the RMA(s) and pickup request is made towards DHL via B2X DHL account (DHL Account credentials will be shared with the distributor/local Hub once the registration form has been sent to Xiaomi per email, please refer to Appendix 2 below)

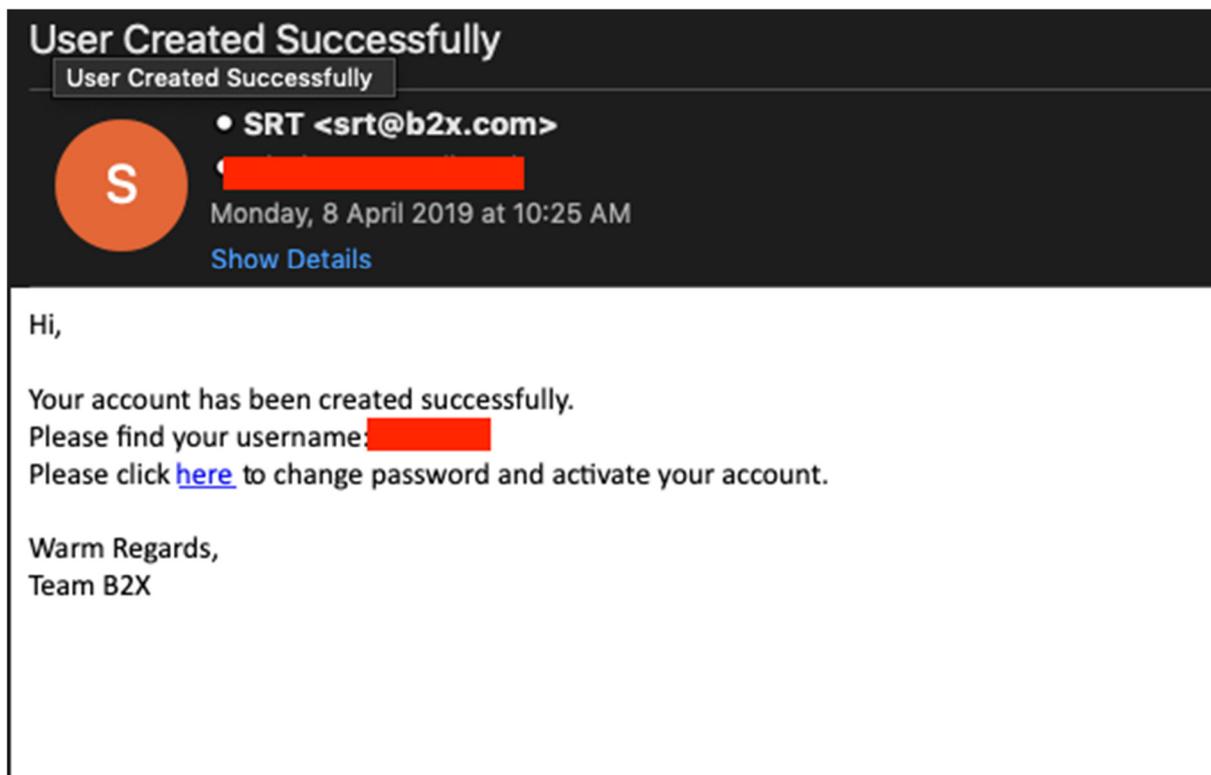
3.2.1 After the consolidation Hub has consolidated the daily batch of unit(s) which needs to be sent to the service center for DOA screening or repair, the consolidation Hub will book an AWB online using B2X DHL Express account

After the AWB# has been booked, the consolidation Hub should create an RMA for each of the devices booked on this AWB using B2X web-based tool (**B2X RMA Portal module**). The following section covers the step by step RMA creation process via B2X CC Portal module:

Step 1: RMA Creation Page

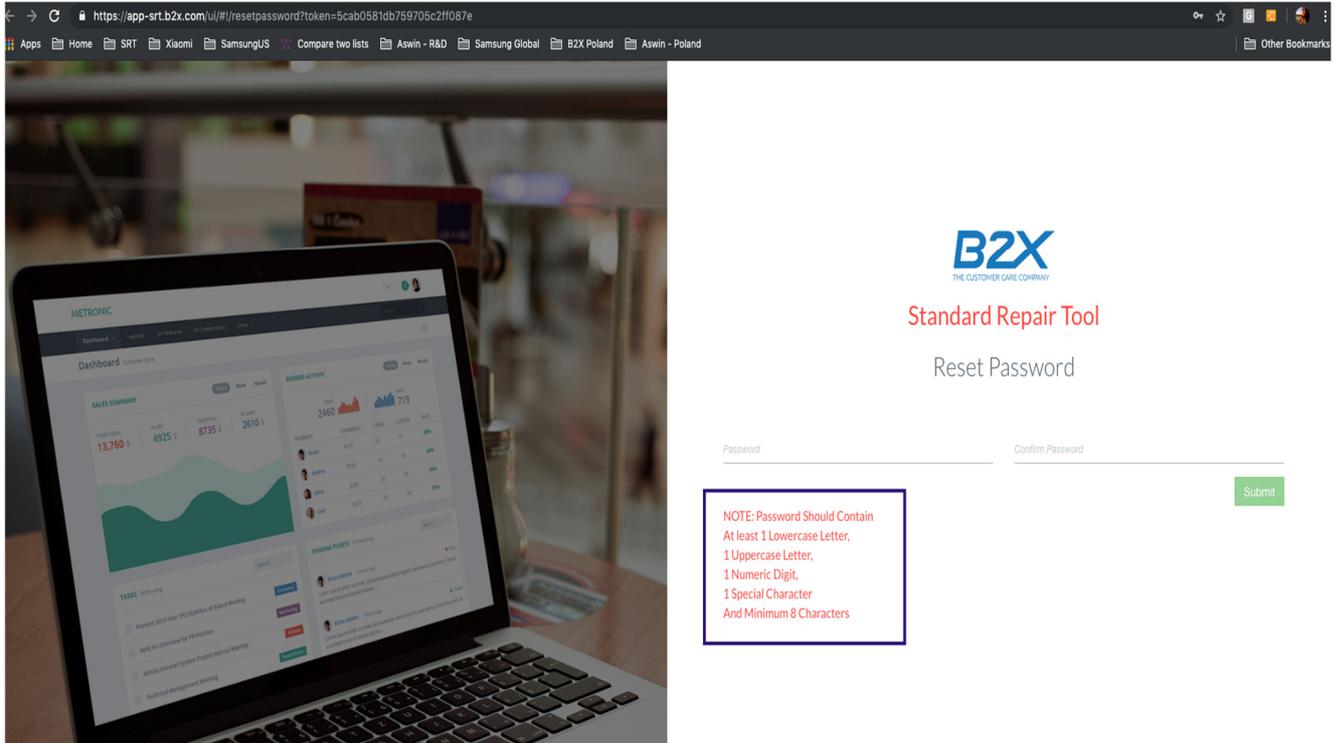
Step 1 : Setting Up the Account at B2X RMA Portal

1. You will receive any email from srt@b2x.com along with your username and a link to set the password.
2. Click on the link as in the email “[here](#)”



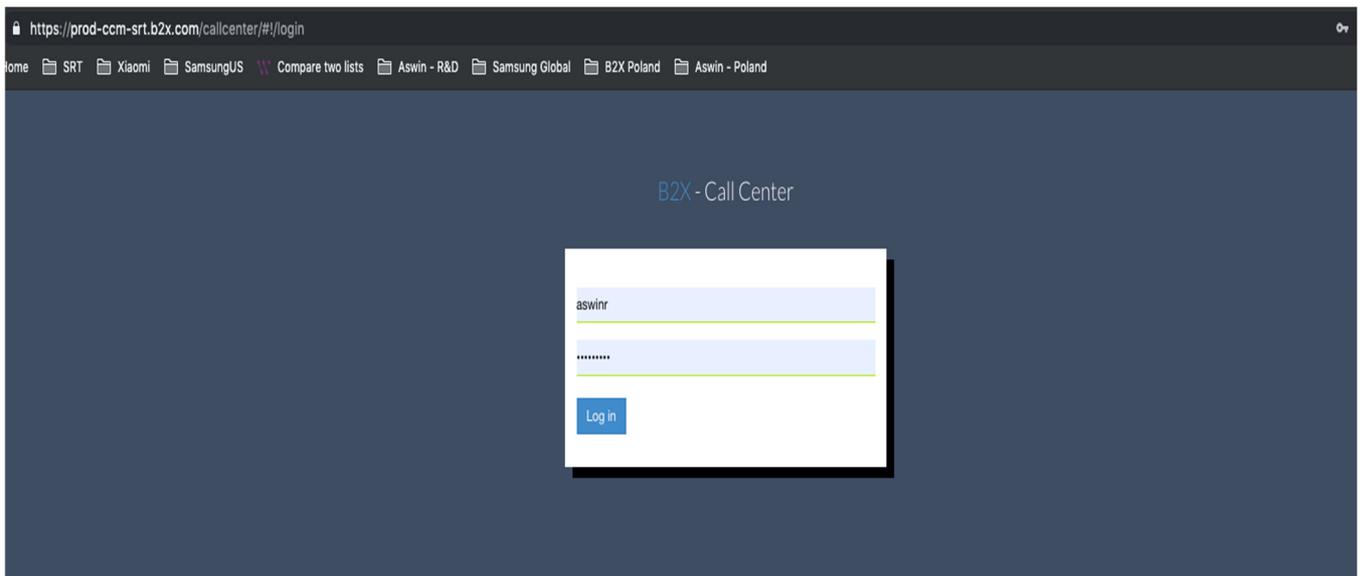
Step 2 : Setting up the password.

1. After you click the link in email, it will re-direct to the page as shown below.
2. Set up the password and please note the conditions required to set the password as highlighted in the screenshot below.



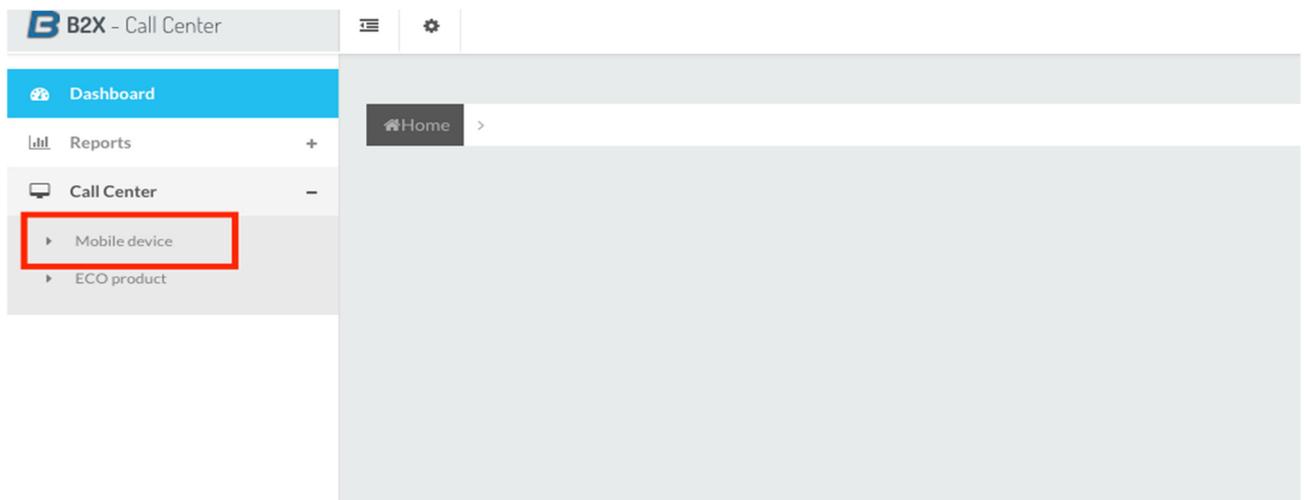
Step 3 : Entering the tool to create the RMA

1. Once the password is set, then please go to this link - <https://prod-ccm-srt.b2x.com/callcenter/#!/login>
2. Please login with the username from email and the password that you have just set.



Step 4 : Checking the Warranty and validity of the Xiaomi Device

1. After login to the Tool, **strictly** only “**Mobile Device**” Option under the “**Call Centre**” tab to be used.
2. After choosing the correct option, you will see the screen in order to check the warranty based on **IMEI Number or Serial Number of the device**
3. Once IMEI Number is passed and select the country, service type and sub service type and hit “**Search**”.
4. Once you get a valid response as shown below, then you hit the “**Create Job**” button at the bottom which re-directs you to the actual RMA creation page



Dashboard
Minimize

Reports
+

Call Center
-

Mobile device
+

ECO product
+

Get Warranty Details

Serial Number

Service Type *

Goods ID

IMEI

Sub Service Type *

Invoice Date

Country *

Service Reason

* At least One from IMEI or Serial Number is required

Warranty Details

Serial Number	19879/28XY00188
IMEI	864558048426938
Warranty Message	Normal response. In Warranty repair can proceed
Warranty Code	5000
Service Type	WX
Sub Service Type	BN
Service Reason	---
Goods ID	19879
Device Sale Country	pl
Order ID	---
Invoice Date	---
Tag ID	---
Start Time	1553356800

Step 5 : RMA Create page

1. Please enter all the details in the page which are marked with mandatory sign “*”
2. Also, additionally, the **Air way Bill Number (AWB)** needs to be filled in for all cases. (Note the AWB number must be generated first using our DHL account and then only RMA to be created.)
3. Also, the column – **“Mi.com PO/Accessory”** – Its is a comments/remarks field where you can text in any key information that you want to pass the service center or you can input the job order reference from you own system which would be helpful in tracking later.
4. After filling all details, hit the **“Create Job”** button.
5. Next, you will see a successful creation of job page with a unique B2X job order reference with which you would be able to track the order later.

Create Job

SRT > Call Center > Mobile device > Create Job

Create job Minimize

Customer Name *	Customer City *	Customer Phone No. *
Customer Home Phone *	Customer Email *	Zip Code *
Product Model * --- Please Select ---	Customer Complaint * Select Some Options	Customer Address *
Customer Country * --- Please Select ---	Purchased From * --- Please Select ---	Claim Type * Out of warranty Repair
Device IMEI / PO Number * 864558048426938	OEM XIAOMI	Report Date * 2019-04-08T10:38:40.968Z
Serial Number * 19879/28XY00188	Mi.com PO / Accessory *	Device Purchase Date * dd/mm/yyyy
Air Way Bill Number (AWB)		

Create Job Clear

Create Job

SRT > Call Center > Mobile device > Create Job

Thank you for creating job, your job number is **B2XXOMI1141896**

[Go Back](#)

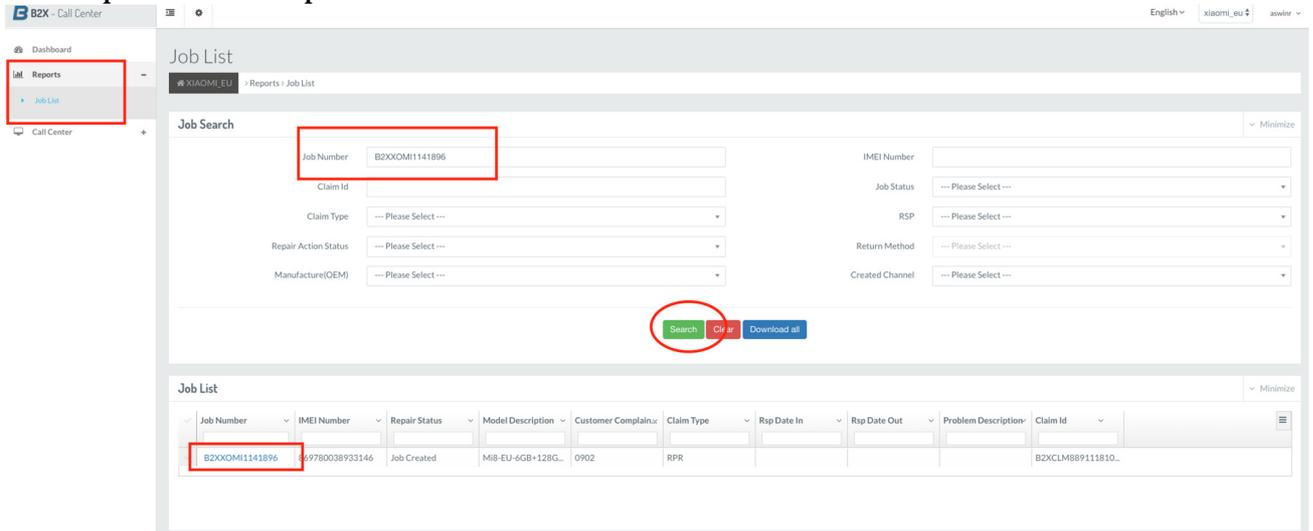
Remark notes

- Please remind users to log out of Mi cloud account.
- Please remind users to back up their personal information before sending it.
- Please remind users to properly package their own electronic products before sending them.
- Please remind users to fill out fault description in standard format on a paper and send it back to the factory with the devices.

Step 6 : Track the orders

1. In order to track the orders that were created, you would need to have the unique B2X Job order reference number
2. Please use the **“Job List”** option from the **“Reports” TAB** in the left menu bar.
3. Then you can search the job order using B2X Job order number or also based on IMEI number of the device.
4. In the first search, you will find the job order latest status with few information on the repair data.

5. But when you click on the B2X Job order Number, then it will re-direct you to “**Job Details**” page which would show lot of information on the particular repair.



3.3 Services in scope at repair service center in Poland:

- a. **In Warranty Return:** The repair process will be conducted at the service center in Poland within the agreed turnaround time and the device(s) will be shipped back to the same in-country service consolidation Hub via DHL (please refer to section 5 for information about the average Turn Around Time for each service)
- b. **Out Of Warranty Return:** if the returned device was found an out of warranty one or if the consumer initially requested an out of warranty service, and after the device is inspected and tested by the service center in Poland, an out of warranty repair quote or a BER(Beyond Economical Repair) quote (covering labor, spare parts and logistics costs) will be shared with the Hub via the CC Portal tool and the local consolidation Hub should communicate the quotation to the consumer who may then approve or reject it(please refer to section 4 below to get the information about the cost of service in case of consumer has accepted or rejected the price quotation).

Note: In case the consumer already asked for an out of warranty service before the device was shipped to repair or if it was clear that the device requires an out of warranty repair service, the distributor/local consolidation hub should notify the consumer about the potential indicative repair cost based upon a preliminary indicative out of warranty repair pricing to be shared by B2X repair partner with the distributor/local hub, only in case the consumer has accepted this preliminary indicative repair cost, the device can be sent for repair to the repair service center in Poland.

c. **DOA Screening Return:** The screening process will be conducted by the Service Center to insure that the claimed device meets the DOA criteria set above in section 2.

If the device is DOA accepted, the device should be quarantined at the service center warehouse in Poland and a DOA acceptance note should be communicated to the sender (Local consolidation Hub)

In case the device was rejected as a DOA claim, the device will be returned unrepared to the Local Hub

4. Costs of Service

4.1 In Warranty Repair:

Xiaomi will bear the cost of transport 2 ways+ cost of labor+ spare parts

4.2 Out of Warranty Repair:

- **Consumer accepted quote:** The Consumer will be charged with the cost of logistics 2 ways+ labor cost+ spare parts cost based upon the consumer pricing defined by Xiaomi in addition to the VAT, and the payment will be collected from the consumer by the consolidation Hub then paid to B2X Service Center in Poland
- **Consumer rejected quote**(Return unrepared): The Consumer will bear the cost of 2-way logistics + handling fee(Labor Fee) and the payment will be collected from the consumer by the local consolidation Hub and then paid to B2X Service Center in Poland

4.3 DOA screening service: Xiaomi will bear transport Fee + inspection Fee

5. Repair Turn-Around Time:

The Average end to end Turn-Around Time against the different services in scope can be summarized as follows:

- In warranty average end to end turn-around time = 7 Working days
- Out of warranty average end to end turn-around time= 7 working days+ quotation acceptance time.
- DOA Screening results average turn-around time= 5-7 working days

6. Escalation or Queries Contact Emails:

In case of queries or issues, please feel free to contact write an email to one of the below email addresses based upon your country of operation

Country	Corresponding Complaints Email address
Austria	Xiaomi_At.complaints@b2x.com
Switzerland	Xiaomi_Ch.complaints@b2x.com
Denmark	Xiaomi_Dk.complaints@b2x.com
Sweden	Xiaomi_Se.complaints@b2x.com
Finland	Xiaomi_Fi.complaints@b2x.com
Norway	Xiaomi_No.complaints@b2x.com
Hungary	Xiaomi_Hu.complaints@b2x.com
Netherlands	Xiaomi_Nl.complaints@b2x.com
Belgium	Xiaomi_Be.complaints@b2x.com
Luxembourg	Xiaomi_Lx.complaints@b2x.com
Latvia	Xiaomi_Lva.complaints@b2x.com
Lithuania	Xiaomi_Ltu.complaints@b2x.com
Estonia	Xiaomi_Est.complaints@b2x.com

Annex 1:

Smartphones Packaging Instructions during transport towards repair center in Poland

Packaging instruction for Li-ion , Li-Pol batteries contained in equipment
UN3481 – PI967- Section II (5kg PAX *and CAO*)

Warning: Packing Instruction PI967 Section II apply only for good batteries contained in the equipment (non-removable mobile devices batteries)

I. Up to 2 mobile devices with built in batteries per consignment (= < 2 mobile devices)

1) There is no need to use any battery labels, declarations etc. Only please make sure that goods are well packed and well protected to avoid scratches and-or mechanical damages during transport.

II. More than 2 mobile devices with built in batteries per consignment (> 2 mobile devices)

1) Total Max weight of the batteries (excluding mobile devices weight) included in one shipment= 5,0 KGS

2) The equipment must be packed in strong rigid outer packaging as carton box. Each product May be packed in a separate small carton.

Example:



3) a Shipper declaration is not required, but **the following statement should be added on the AWB while creating it at DHL portal:**

“Lithium ion batteries in compliance with Section II of PI967”, please add this note to the AWB # while creating the DHL pickup request as outlined in section 3.2 above, **otherwise, DHL cant pickup the goods**

4) a **Li-ion battery label** should be added on the outer side of the box as shown below

Minimum label dimensions should be : 120x110 mm



Annex 2: Xiaomi Distributor/Consolidation Hub Registration form

Please fill in the below Registration Form and send it per email to the following Email address:

To: Xiaomi_Registration@b2x.com

Xiaomi Distributor-Consolidation Hub Registration form at B2X	
Distributor Name	
Distributor address	
Prime contact person at Distributor for service related queries	
Prime Contact person Email address at the Distributor	
Logistics/Consolidation Hub name and address	
Logistics Center Address, full address where the devices are shipped from	
Logistics Center VAT number	
Logistics Center prime contact person(who should also have access to B2X DHL Account #)	
Logistics Center prime contact person e-mail address	
Logistics Center prime contact person phone number	
Logistics Center working hours (for pickup and return of device shipments)	
Please share the address and VAT # (to be used for the invoices against out of warranty services/repairs)	