



Repair Instructions:

Please note that the repair instructions outlined below are applicable to Canadian consumers only.

1. Complete the form below and include with your phone. **Please retain a copy for your records.** You will need your phone's ESN,IMEI or MEID serial number to track the status of your repair. To check on the status of your repair, you may call Nokia Customer Care at 1-888-226-6542.

2. Include a copy of your proof of purchase so we may verify your warranty. The proof of purchase is the receipt from your purchase of the phone.

3. Some repairs may result in your personal data being erased from memory. This may include Contacts, downloaded ringing tones and graphics, Java applications and anything else you may have added to the phone. Please make a copy of your information before you send the phone. If your phone uses a SIM or MultiMedia card, please remove them and keep for use when your phone is returned.

4. Pack your phone securely in a box and ship the phone, prepaid, in a manner that provides a tracking number [i.e. Purolator, Canada Post] to :

Nokia Service
213 Harry Walker Pkwy S.
Newmarket, Ontario L3Y 8T3
Attn: Nokia Receiving

Nokia's estimated turnaround time does not include delivery time of courier.

5. If your phone is out of warranty (for instance, due to age or physical or liquid damage), please contact the Nokia Authorized Service Centre at 1-800-668-5649 ext. 1243 prior to shipping in your unit. To validate if your product is still under manufacturer's warranty by date, please check this on-line by inputting your serial number (IMEI/ESN) under the "Warranty" page on www.nokia.ca.

There is a charge and approval required prior to generating an estimate for repair.

For further information on "Out of Warranty Processing" please contact the Nokia Authorized Service Centre.

phone fax e-mail

Name		
Address		
City	Province	Postal Code
Phone: H ()	W ()	E-mail address:
Fax: ()		

PRODUCT INFORMATION

Service Provider:		Mobile Phone Number: ()	
Model Number: <i>(Located under battery)</i>		ESN/IMEI/MEID Number: <i>(Located under battery)</i>	
<u>Explain Problem: Please check one</u>			
<input type="checkbox"/> No/Low Ringer	<input type="checkbox"/> Poor call quality	<input type="checkbox"/> Battery/Charging	
<input type="checkbox"/> No Service	<input type="checkbox"/> Display	<input type="checkbox"/> Cracked/Broken Parts	
<input type="checkbox"/> Dropped Calls	<input type="checkbox"/> Can't Hear Others	<input type="checkbox"/> Others Can't Hear	
<input type="checkbox"/> Powers Down	<input type="checkbox"/> Keypad/Side Key	<input type="checkbox"/> Won't Make/Receive Calls	
	<input type="checkbox"/> Won't Turn On	<input type="checkbox"/> Accessory (Please Explain)	
Other (Please Explain)			