

# Repair Order

Thuraya XT, XT-DUAL, SO-2510 or SG-2520

**A) Sender:**

Company (Service Provider)	
Street, Number	
ZIP code, City	
Country	
Phone number	
Fax number	
E-mail	

**B) Customer information:**

Name	
Phone number	

**C) Date of Repair Order:**

**D) Product:**

*please check one:*

<input type="checkbox"/> Thuraya XT	<input type="checkbox"/> Thuraya XT-DUAL	<input type="checkbox"/> Thuraya SO-2510	<input type="checkbox"/> Thuraya SG-2520
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**E) Repair Type:**

*please check one:*

<input type="checkbox"/> Warranty repair (Fully filled Warranty Card required)	<input type="checkbox"/> Out-of-Warranty (Chargeable repair)	<input type="checkbox"/> Out-of-Box failure
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**F) Phone IMEI No.:**

**G) Date of sale:**

**H) Battery Serial No.:**

**I) DHL AWB No.:**

**J) Failure description (provide as many details as possible):**

*(Please note: if no detailed failure description is provided, the repair process will be delayed)*

**K) Packing list:**

<input type="checkbox"/> Phone	<input type="checkbox"/> Battery	<input type="checkbox"/> Warranty Card
<input type="checkbox"/> Data Cable	<input type="checkbox"/> Micro SD	<input type="checkbox"/> Sales invoice (if Warranty Card was lost)
<input type="checkbox"/> Travel charger	<input type="checkbox"/> Support-CD	<input type="checkbox"/> Others .....

**L) Attention:**

The product must be packed in a safe way to protect the components (special shipping box). Sender is liable for damages due to improper packaging.

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Thuraya XT, XT-DUAL, SO-2510 or SG-2520

## Instructions

If you have questions regarding the warranty return process, please contact your Thuraya Account Manager or call the Thuraya Customer Care at +88 216 100 100.

### **Claim on warranty:**

The repair order sheet does not confirm a right of a warranty repair. For any warranty claim, a completed warranty card is required (with the signed and dated proof of sale stamp and the IMEI label)! The final decision on whether your warranty claim is justified will be made after the goods have been examined by the Repair Center.

### **Shipping instructions:**

1. Address for repair of Thuraya XT, XT-DUAL, SO-2510 and SG-2520:
  - **Consignee:** APSI ME Gen. Trading LLC  
(THURAYA Factory Service Center)
  - **Address:** Garhoud, Al Huda Building, Rm. 209  
Dubai, PO Box 123944  
United Arab Emirates
2. Package: phones must be packed in a special hard box to avoid damage. If required you can get such boxes from APSI ME Gen. Trading LLC (Thuraya Repair Center).
3. To reduce shipping costs, please make sure that you pack as many units as possible into one shipping box. However, every phone must have its own Repair Order Form (no multiple repair orders on one form).
4. Proforma invoice: for customs clearance you must include a proforma invoice clearly mentioning "Repair sending & returning: value for customs purpose only".
5. Shipping costs: Thuraya will only bear the regular transportation costs for the particular shipment if the repair is accepted under warranty repair. The sender is responsible for any other duties, customs assessments, governmental penalties and fines, taxes and any legal costs related to this shipment.
6. Out of warranty return: the sender is responsible for all shipping charges, duties and taxes of shipment.
7. Carrier: Some countries require special carrier arrangements, please check with your regional Country Manager or the carrier first.
8. For DHL-shipment to APSI ME Gen.Trading LLC (THURAYA Repair Center), the account-number must be mentioned on the AWB.
9. When passing the units to the carrier, you must make sure that the shipping documentation are included in the shipment.

### **Billing:**

1. The customer will not be charged for regular shipping costs for all accepted warranty claims.
2. In case of No Trouble Found (NTF), U\$40 plus round shipping cost will apply that need to be paid before the unit(s) can be returned.

## DHL shipping:

DHL International priority shipping (for release call your local DHL-office). **DHL-Account No: 961094896**

### **Repair Center address:**

APSI ME Gen. Trading LLC  
(THURAYA Factory Service Center)  
Garhoud, Al Huda Building, Rm. 209  
Dubai, PO Box 123944  
United Arab Emirates

Telephone: +971 4 2394877  
Fax: +971 4 2394878  
E-mail: apsi@emirates.net.ae

Shipments must include the correct shipping address, otherwise the delivery will be delayed and the sender will be charged for the shipment and any other related costs (e.g. customs).

On the shipping forms the type of export must be indicated as "Repair/Return".

### **Note:**

If your country does not have a DHL representative, please contact your THURAYA Country Manager to find the best way to ship your defect units.