

Z HomeFi Device Warranty and Repair & Replacement (R&R) Process

A. Claim submission channels

The customer may submit a warranty claim for Device through either of the following routes:

1. Return the Device to the CSC from which it was purchased.
2. Visit or courier the Device directly to an authorized vendor service center.

The vendor will maintain one service center in each zone: North, Central and South. Service center list will be provided later.

B. Information required

The following details should accompany the device:

- Customer name and contact number
- CNIC or required customer-verification details
- Z HomeFi MSISDN/SIM number
- Device IMEI and serial number
- Purchase date and selling CSC
- Description of the reported fault
- Complete return address for courier delivery
- Device, Box, power adapter and relevant accessories, where required for testing

C. CSC intake process

- Verify the sale date from the CRM/sales system.
- Confirm that the claim falls within the two-year warranty period.
- Record the reported fault and physically inspect the device.
- Record the Device IMEI, serial number, SIM/ICCID and customer details.
- Note any visible physical, liquid or tampering indicators.
- Issue an acknowledgement or claim-reference number to the customer.
- Forward the Device to the authorized vendor service center.
- Update the claim status in the applicable tracking system (Under Development). For now, record the case over email and send to Product owner.

D. Courier process

- The customer will bear the cost of sending the Device to the vendor.
- The vendor will bear the cost of returning an approved repaired or replacement Device.
- Courier transit time will not form part of the repair/replacement turnaround time.

- The customer should use secure packaging and retain the courier tracking receipt.

E. Vendor assessment and decision

The vendor will assess the Device and determine whether it qualifies for:

- Repair under warranty
- Replacement under warranty
- Chargeable repair or replacement
- Return without repair if no fault is found or the customer declines applicable charges

F. Repair and replacement rules

- Eligible warranty repair claims will have no overall numerical limit during the two-year warranty period.
- The same Device part or component cannot be claimed more than once.
- Warranty replacement of the complete Device will be allowed only once during the warranty period.
- Repair or replacement will not extend or reset the original two-year warranty period.
- Repaired or replaced accessories will remain covered only for the balance of the original warranty period.
- The vendor must maintain sufficient replacement stock to meet the agreed turnaround time.

G. Turnaround time

- The repair/replacement turnaround time will be three working days from the vendor's receipt of the device.
- Courier transit time is excluded.
- Delays caused by missing information, customer approval or non-availability of the customer are excluded.

H. Chargeable cases

For a non-warranty or out-of-warranty case:

- The vendor will diagnose the fault and determine the applicable charges.
- The customer will be informed through the registered contact number and email.
- The vendor will obtain customer approval before starting any chargeable repair or replacement.
- If the customer declines the quotation, the device will be returned according to the applicable courier and inspection policy.

I. Closure checks before handover

Before returning a repaired or replacement Device:

- Verify the Device IMEI and serial number.
- Update the Device/SIM and IMEI mapping.
- Reapply IMEI Lock, GEO Lock, Network Lock and other applicable controls.

- Verify provisioning and service status.
- Confirm that the device powers on and connects to the network.
- Test basic internet and Wi-Fi functionality.
- Update the repair/replacement details in the customer record.
- Communicate the closure status to the customer.

J. Z HomeFi SIM replacement

- Follow the standard CSC/Franchise SIM-replacement process.
- Apply the standard SIM-replacement charges.
- Complete customer verification and BVS, where applicable.
- Map the replacement SIM to the existing Z HomeFi service, MSISDN and Device IMEI.
- Retain the existing IMEI Lock, GEO Lock, Network Lock and related service controls.
- Record the old and replacement SIM/ICCID details, reason for replacement and replacement date.