



Repair Instructions:

Please note that the repair instructions outlined below are applicable to US 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 or IMEI number to track the status of your repair. You may check the status of your repair on our website at www.nokiausa.com/repairstatus. Turnaround time for in-warranty repairs is approximately 10-15 business days.
2. [Check your warranty status](#). If you are unable to pull your warranty status or the expiration timeframe given does not correspond with your records, please include a copy of your proof of purchase (sales receipt) so we may verify your warranty.
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. Do not send the battery, charger, or other accessories/enhancements unless related to the specific issue. For car kit issues please include the kit.
5. Pack your phone securely in a box or padded envelope and ship the phone, prepaid, to the address below. Please ship your phone via a method that provides a tracking # and requires a signature upon delivery. (If a Nokia representative does not sign accepting receipt of a package, Nokia does not accept any liability for lost product. We also recommend that you insure your package as Nokia is not responsible for loss or repairing damage that occurs during shipment.)

Nokia Authorized Repair Center
c/o Arvato
795 West NASA Blvd
Melbourne, FL 32901

6. If your phone is out of warranty (for instance, due to age or physical or liquid damage), a repair quote will be sent to you by e-mail, fax or mail for you to authorize any repair or replacement. Prices vary by the nature of the repair and your model number. Please indicate how you would like to be contacted:

e-mail fax mail

7. Please note that the repaired product may consist of refurbished equipment that contains used components, some of which have been reprocessed. The used components comply with product performance and reliability specifications.

Name		
Address		
City	State	ZIP
Phone: H () W ()	E-mail address:	
Fax: ()		

PRODUCT INFORMATION			
Service Provider:		Mobile Phone Number: ()	
Model Number: <i>(Located under battery)</i>		ESN/IMEI 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)			