

Warranty & After-Sales Service

Warranty

Device purchase includes warranty.

- Check shop name and purchase date.
- Read warranty and keep in a safe place.
- Warranty period is given in warranty.



Damages

- Please be forewarned that SoftBank Mobile Corp. is not liable for damages incurred by the user, or third parties because of missed opportunities such as communications, etc. due to the device malfunctions, misoperations or glitches, etc.

Malfunction/Repairs

- SoftBank Mobile Corp. recommends that you keep records of important contacts, etc. because your registered or set details may be lost or altered due to malfunctions, or repairs. Moreover, please be forewarned that SoftBank Mobile Corp. is not liable for damages if registered data (contacts, music, still photographs or video, etc.) or set details are lost or changed when the device malfunctions, or is repaired.

Disassembly/Modification

- Disassembly/modification of device is prohibited under the Radio Law. Note that device cannot be accepted for repairs if modified.


After-Sales Service

To request repairs, contact Customer Service ( P.117) or a nearby SoftBank Shop. Have details of symptoms ready.

- During the warranty period, repairs are made under the terms and conditions of the warranty.
- After the warranty period, if device can be repaired, repairs will be made at cost.



Further inquiries

- For more information on after-sales service, contact a nearby SoftBank Shop or Customer Service ( P.117).