



Quick Guide Lumia 640 LTE

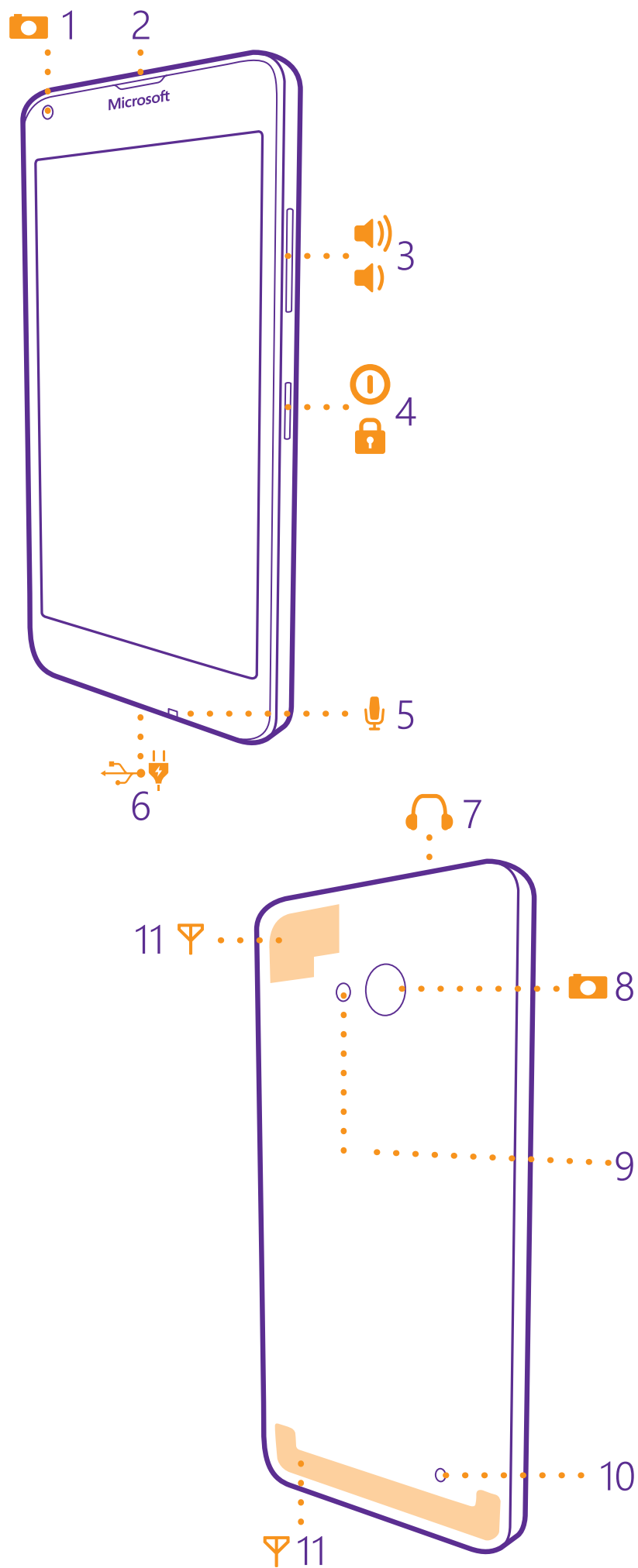
Keys and parts

❗ **Important:** For important info on the safe use of your device and battery, read “For your safety” and “Product and safety info” at www.microsoft.com/mobile/support/ before you take your device into use. The same info is available in the in-device user guide. Select **Lumia Help+Tips**.

- 1 Front camera
- 2 Earpiece
- 3 Volume keys
- 4 Power/Lock key
- 5 Microphone
- 6 Micro-USB connector
- 7 Audio connector AHJ 3.5 mm
- 8 Camera lens
- 9 Camera flash
- 10 Loudspeaker
- 11 Antenna area

Some of the accessories mentioned in this user guide, such as charger, headset, or data cable, may be sold separately.

Avoid touching the antenna area while the antenna is in use. Contact with antennas affects the communication quality and may reduce battery life due to higher power level during operation.



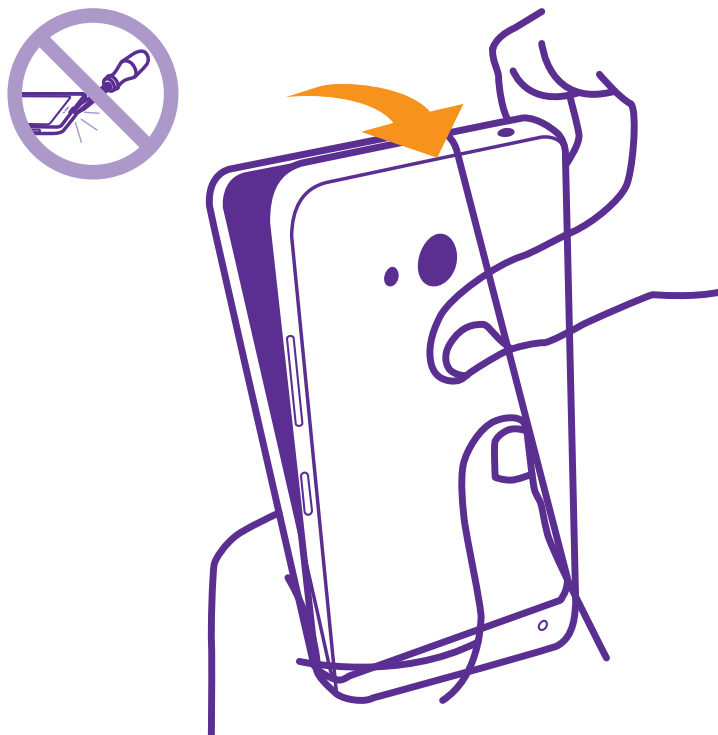
Get started

Before you start using your phone, remove the back cover and battery to insert the micro-SIM card (also known as the mini-UICC card).

Remove the back cover and battery

Make sure the phone is switched off.

1. At the top corner of the phone, put your finger in the seam between the screen frame and the back cover. Do not use any sharp tools, as they may damage the phone.
2. Press the middle of the back cover, bend the cover open, and remove it.
3. If the battery is in, lift it out.

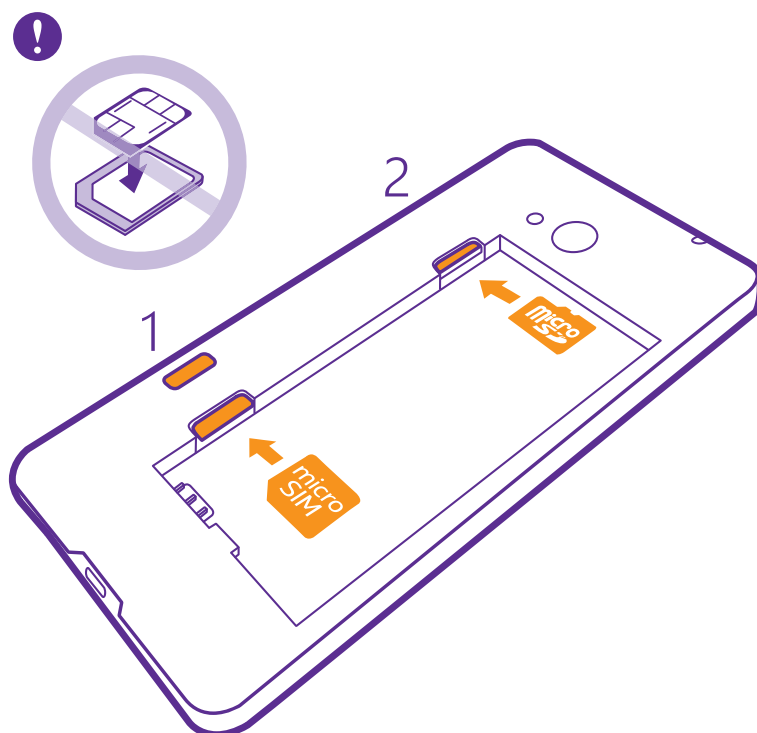


Insert the SIM and memory card

1. Slide the micro-SIM card into the SIM slot with the metal contact area down.
2. If you have a memory card, slide the card into the memory card slot.

It is recommended that you use a fast microSD card from a well-known manufacturer.

Use only original micro-SIM cards. Use of incompatible SIM cards, or use of SIM card adapters, may damage the card or the device, and may corrupt data stored on the card.



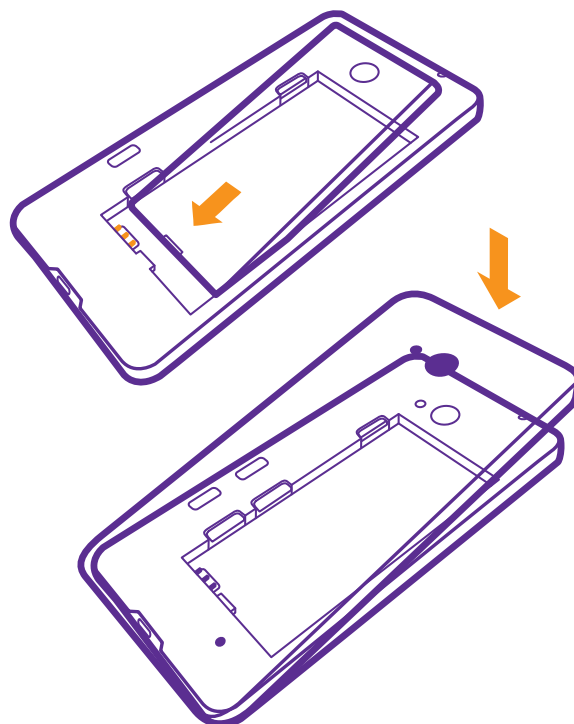
Replace the battery and back cover

1. Line up the battery contacts, and put the battery in.
2. Press the bottom edge of the back cover against the bottom edge of your phone, and snap the cover into place.

Charge the battery

Plug a compatible charger into a wall outlet, and connect the micro-USB end to your phone. You can also charge your phone from a computer with a USB cable.

If the battery is completely discharged, it may take up to 20 minutes before the charging indicator is displayed.



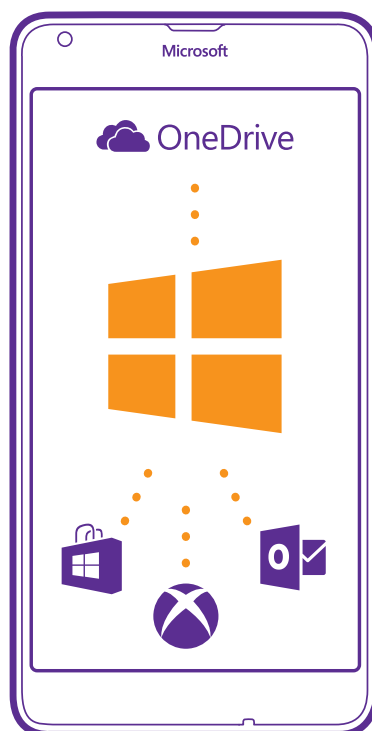
Set up your phone

1. To switch your phone on, press and hold the power key, and follow the instructions shown on your phone.
2. When asked, create your Microsoft account if you don't have one already, or sign in with your existing Xbox, Hotmail, or Outlook username and password. Make sure you remember the credentials for the Microsoft account you added to your phone.

You need a Microsoft account to back up and restore your phone, to buy, install, and update apps, and to access some Microsoft services, such as OneDrive.

Allow some minutes while your phone installs all its features.

★ Tip: If your screen switches off, press the power key, and drag the lock screen up.



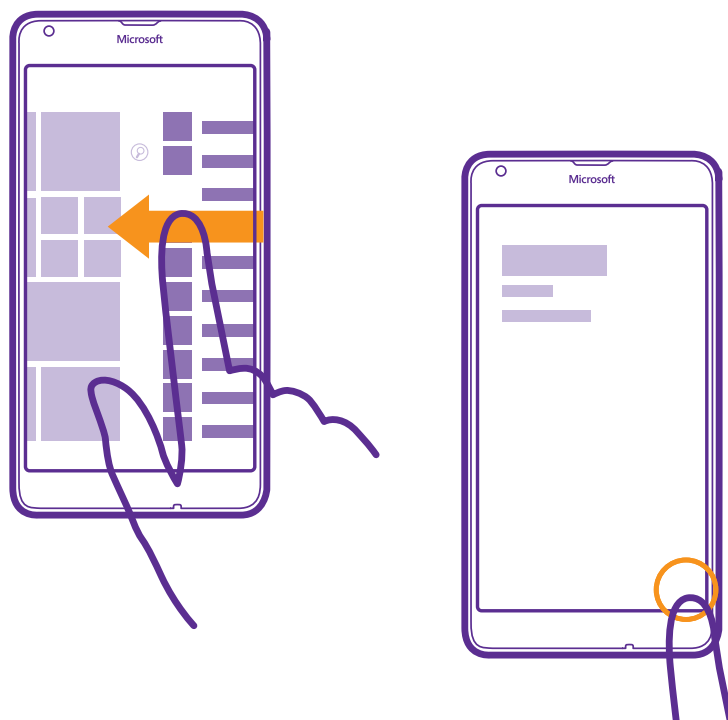
Explore your tiles and apps

The start screen is the main view of your phone. Pin shortcuts to apps, contacts, browser bookmarks, and more, and arrange and resize the tiles. Some tiles may show you notifications and updates.

The apps menu is the home to all your apps. To go to the apps menu from the start screen, swipe left. To go back, swipe right.

★ **Tip:** To go back to the start screen from any view, tap . To switch between open apps, tap and hold , and choose the app you want. To close an app, tap .

To see more options, such as settings, in an app, tap  at the bottom right corner.



Navigate by touch

To use your phone, simply swipe, tap, or tap and hold the screen.

Swipe

Place your finger on the screen, and slide your finger in the direction you want.

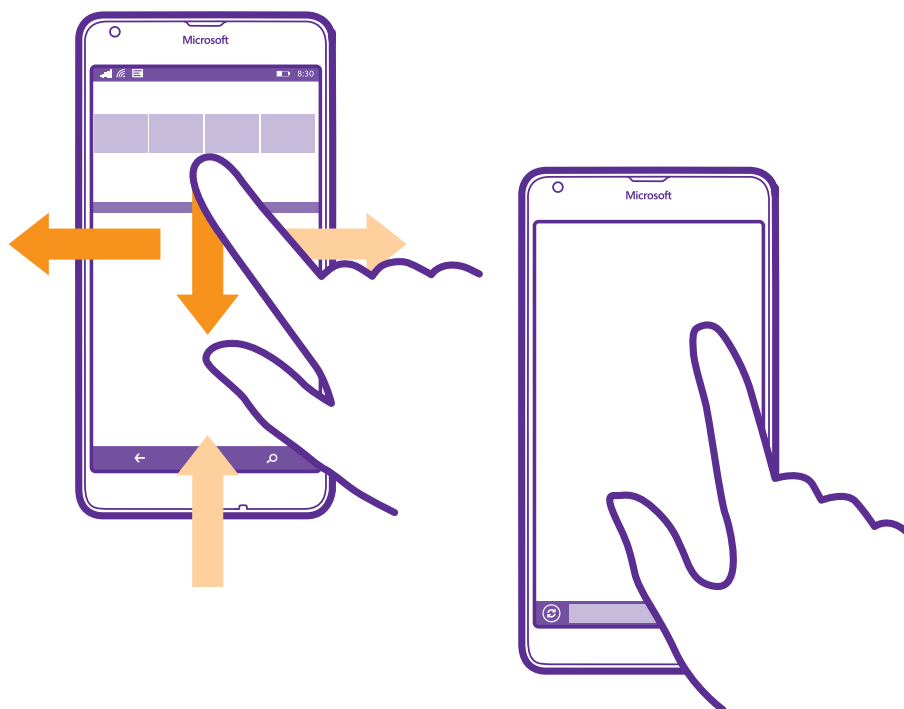
For example, to open the action centre, place a finger at the top of the screen, and slide it down. To hide the navigation bar, swipe up from the bottom of the screen. To see the navigation bar again, swipe up.

Zoom in or out

Place 2 fingers on an item, such as a photo or a web page, and slide your fingers apart or together.

Tap and hold to open a menu

Place your finger on an item, until the menu opens.



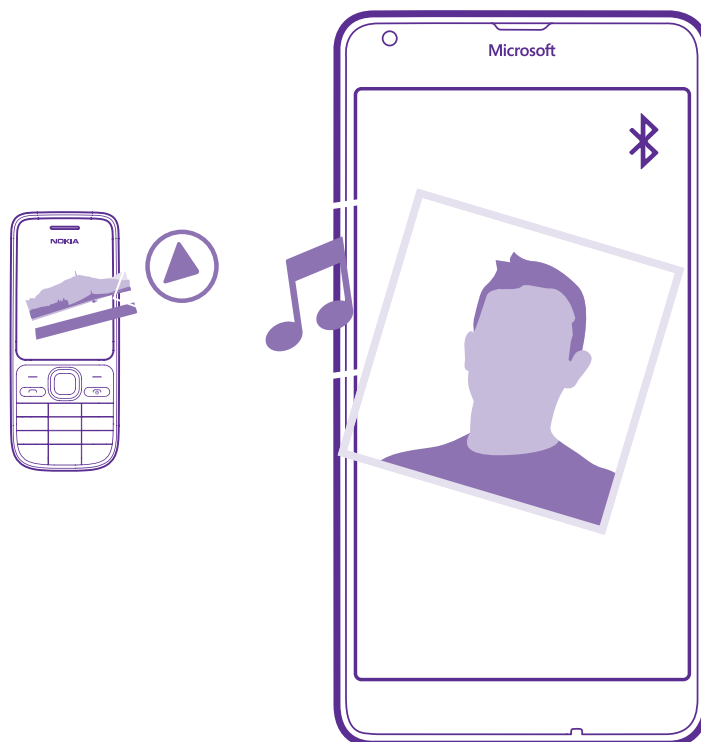
Transfer content from your old phone

You can transfer content from your old phone in several ways.

To transfer your contacts, text messages, pictures, and videos, use the Transfer my Data app. Your old phone must support Bluetooth. Not all phones or content may be compatible with the transfer.

To transfer other content, such as music, see the section for new Lumia users in the  Lumia Help + Tips app, or go to www.microsoft.com/mobile/switch-easy.

 **Tip:** If your old phone is a Lumia phone and you've backed up the content and settings to your Microsoft account, sign in to your Microsoft account on your new phone to get the backup.



Help and tips

There's a user guide in your phone – it's always with you, available when needed. Check out videos, find answers to your questions, and get helpful tips. On the start screen, swipe left, and tap **Lumia Help + Tips**. If you're new to Lumia, check out the section for new users. Make sure to keep the Lumia Help + Tips app up to date.

For the online user guide, even more info, a user guide in another language, and troubleshooting help, go to www.microsoft.com/mobile/support/.

If your phone doesn't respond

To restart the phone without losing your data and settings, press and hold the power key for about 10 seconds. The phone vibrates and restarts.

You can also remove and replace the battery, and switch the phone on.

Product and safety info

For info on Microsoft Mobile Service terms and Privacy policy, go to www.microsoft.com/mobile/privacypolicy.

You can only use your device on the LTE TDD 2300 (40), 2600 (38); LTE FDD 700 (12), 700 (17), 700 (28), 800, 850, 900, 1700/2100, 1900, 2100, 2600; WCDMA 850, 900, 1700/2100, 1900, 2100; and GSM 850, 900, 1800, 1900 MHz networks.

Use your device only with an original BV-T5C rechargeable battery. Do not dispose batteries as household waste. Charge your device with AC-20 charger. Charger plug type may vary. Microsoft Mobile may make additional battery or charger models available for this device.

Third-party chargers that comply with the IEC/EN 62684 standard, and that can connect to your device micro USB connector, may also be compatible.

To prevent possible hearing damage, do not listen at high volume levels for long periods. Exercise caution when holding your device near your ear while the loudspeaker is in use.

When using this device, obey all laws and respect local customs, privacy and legitimate rights of others, including copyrights.

Additional safety information

Accessibility solutions

Microsoft Mobile is committed to making mobile phones easy to use for all individuals, including those with disabilities. For more information, visit aka.ms/phoneaccessibility.

Hearing

⚠ Warning: When you use the headset, your ability to hear outside sounds may be affected. Do not use the headset where it can endanger your safety.

Some wireless devices may interfere with some hearing aids.

Nickel

The surface of this device is nickel-free.

Certification information (SAR)

This mobile device meets international guidelines for exposure to radio waves.

Your mobile device is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves (radio frequency electromagnetic fields), recommended by international guidelines from the independent scientific organization ICNIRP. These guidelines incorporate substantial safety margins that are intended to assure the protection of all persons regardless of age and health.

The exposure guidelines are based on the Specific Absorption Rate (SAR), which is an expression of the amount of radio frequency (RF) power deposited in the head or body when the device is transmitting. The ICNIRP SAR limit for mobile devices is 2.0 W/kg averaged over 10 grams of tissue.

SAR tests are carried out with the device in standard operating positions, transmitting at its highest certified power level, in all its frequency bands. The maximum recorded SAR values for this device are:

	Maximum SAR value	Frequency bands used when Maximum SAR value was recorded
When held against the head	0.65 W/kg over 10g	3-slot GPRS1800 + WLAN2450
When operated at a separation distance of 1.5 centimetres (5/8 inch) from the body	0.53 W/kg over 10g	2-slot GPRS850 + WLAN2450

This device meets RF exposure guidelines when used against the head or when positioned at least 1.5 centimetres (5/8 inch) away from the body. When a carry case, belt clip or other form of device holder is used for body-worn operation, it should not contain metal and should provide at least the above stated separation distance from the body.

To send data or messages, a good connection to the network is needed. Sending may be delayed until such a connection is available. Follow the separation distance instructions until the sending is finished.

During general use, the SAR values are usually well below the values stated above. This is because, for purposes of system efficiency and to minimise interference on the network, the operating power of your mobile is automatically decreased when full power is not needed for the call. The lower the power output, the lower the SAR value.

Device models may have different versions and more than one value. Component and design changes may occur over time and some changes could affect SAR values. The latest available SAR information for this and other Microsoft Mobile device models can be found at **sar.microsoft.com**.

For more info, go to **www.sar-tick.com**. Note that mobile devices may be transmitting even if you are not making a voice call.

The World Health Organization (WHO) has stated that current scientific information does not indicate the need for any special precautions when using mobile devices. If you are interested in reducing your exposure, they recommend you limit your usage or use a hands-free kit to keep

the device away from your head and body. For more information and explanations and discussions on RF exposure, go to the WHO website at www.who.int/peh-emf/en.

Original accessories

For availability of approved accessories, check with your dealer.

An extensive range of accessories is available for your device. For more details, see www.microsoft.com/mobile/accessories.

Practical rules about accessories

- Keep all accessories out of the reach of small children.
- When you disconnect the power cord of any accessory, hold and pull the plug, not the cord.
- Check regularly that accessories installed in a vehicle are mounted and are operating properly.
- Installation of any complex car accessories must be made by qualified personnel only.

Battery

Type: BV-T5C

Talk time:

Up to 17.5 hours (WCDMA) / 26.5 hours (GSM).

Standby:

Up to 36 days.

! Important: Battery talk and standby times are estimates only. Actual battery talk and standby times depend on SIM cards, features used, battery age and condition, temperatures to which the battery is exposed, network conditions, and many other factors, and may be significantly shorter than those specified above. Ringtones, hands-free call handling, and other features consume the battery. The amount of time a device is used for calls affects its standby time, and the amount of time that the device is switched on and in standby mode affects its talk time.

Copyrights and other notices

Declaration of Conformity

Hereby, Microsoft Mobile Oy declares that this RM-1074 product is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC. A copy of the Declaration of Conformity can be found at www.microsoft.com/mobile/declaration-of-conformity.

The availability of products, features, apps and services may vary by region. For more info, contact your dealer or your service provider.

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To access the Windows Phone software license terms, select **Settings > about**. Please read the terms. Please note that by using the software, you accept the terms. If you do not accept the terms, do not use the device or software. Instead contact Microsoft Mobile or the party from which you purchased the device to determine its return policy.

FCC NOTICE

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Any changes or modifications not expressly approved by Microsoft Mobile could void the user's authority to operate this equipment.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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MANUFACTURER'S LIMITED WARRANTY

1. GENERAL

Microsoft Mobile Oy (hereinafter "Manufacturer") provides this Manufacturer's Limited Warranty ("Warranty") for the genuine product (the "Product"), in the country where the Product was purchased ("Covered Country"), provided that the Product was intended for sale in that country.

This Warranty is distinct from any statutory rights under any mandatory consumer protection laws of your country applicable to you. It is intended to grant you specific, and as the case may be, additional rights, within the limits of what is permissible under such law, and does not limit the rights you may have under applicable statutory product warranty provisions. You may have other rights based on local laws during or after the Warranty period. These rights are not excluded by this Warranty.

2. WARRANTY

From the date the Product is sold to an end-user for the first time, as evidenced by the original proof of purchase, Manufacturer warrants the Product is free from defects in materials and workmanship ("Defect") as follows:

- (i) Twelve (12) months for the main device;
- (ii) Twelve (12) months for accessories sold separately or included in the sales pack of the main device excluding batteries, covers, cables and chargers; and
- (iii) Six (6) months for all batteries, covers, cables and chargers, unless otherwise specified in the Product user guide.

During the warranty period, Manufacturer will, in a reasonable time, remedy the Defect free of charge by either repairing or replacing the defective Product or the defective part of it at its option provided that you have informed Manufacturer of the Defect before the warranty

period expires. When repairing or replacing your Product, Manufacturer may use new or re-conditioned parts or products.

To the fullest extent permitted by applicable law, no repair or replacement will renew or extend the warranty period. Original or replacement parts or replacement Products provided under this Warranty will be covered by this Warranty for the remainder of the original warranty period or for sixty (60) days from the date of repair or replacement, whichever is longer.

The Product or all parts of your Product that Manufacturer has replaced shall become Manufacturer's property.

Manufacturer does not warrant that software preinstalled by or on behalf of Manufacturer in the Product (or subsequent updates and upgrades) (together "Manufacturer software") will meet your requirements, work in combination with any hardware or software not provided by Manufacturer, is uninterrupted or error free or that errors are correctable or will be corrected. For Manufacturer software related errors, Manufacturer will make available the latest version of the Manufacturer software for reinstallation on your Product or, if that would not be possible, another remedy, which in Manufacturer's reasonable discretion, satisfactorily addresses the error. Some Manufacturer software may be subject to separate license terms that are available with the software or your local section of www.microsoft.com/mobile.

Please always back up all data and content stored on your Product before taking your Product in for service since service activities will erase all data from your Product.

3. WHAT THIS WARRANTY DOES NOT COVER

Manufacturer does not provide any warranty for the following:

1 User guides;

2 Any (i) third party software, settings, content, data, or links installed or downloaded onto your Product at any time, or (ii) Manufacturer and third party services or enabling clients even if preinstalled by Manufacturer (please read the terms and conditions that may accompany the services as those will define your rights and obligations);

3 Any (i) normal wear and tear, (ii) reduced charging capacity of the battery resulting from its natural end of product life, or (iii) pixel defects in your Product's display that are within the scope of industry standards;

4 SIM card and/or any cellular or other networks or system on which your Product operates; or

5 Errors or damage caused by: (i) misuse or not using your Product in accordance with the user guide, such as if the Product has been exposed to moisture, to dampness or to extreme thermal or environmental conditions or to rapid changes in such conditions, to corrosion, to oxidation, to spillage of food or liquid or to influence from chemical products, (ii) using your Product with, or connecting it to, any product, accessory, software, or service not manufactured or supplied by Manufacturer, (iii) any products combined with your Product by a third party, (iv) damage or errors caused by hacking, cracking, viruses, or other malware, or by unauthorised access to services, accounts, computer

systems or networks; or (v) other acts beyond Manufacturer's reasonable control.

This Warranty is not valid:

1 Outside of the Covered Country;

2 If your Product, or the software it runs on, has been (i) opened, modified, or repaired without Manufacturer's authorisation, or (ii) repaired with unauthorised spare parts;

3 If your Product's serial number, the mobile accessory date code, or the IMEI number has been removed, erased, defaced, altered or if these are illegible in any way;

4 If you have not installed the latest software updates that are publicly available for your Product within a reasonable time of their release; or

5 If you refuse to give possession of the Product to Manufacturer for repair and investigation.

If this Warranty does not cover your Product or the issue based on which it requires service, Manufacturer reserves the right to charge for the repair or replacement of your Product, as well as a handling fee.

4. LIMITATION OF MANUFACTURER'S LIABILITY

To the extent permitted by applicable law(s), Manufacturer shall not under any circumstances be liable, either expressly or impliedly, for any

1 Damages or losses of any kind whatsoever resulting from or relating to loss of, damage to, or corruption of, content or data or the recreation or transfer thereof even if such loss, damage, or corruption was a result of a Defect in your Product; and/or

2 Loss of profit, products or functionality, business, contracts, revenues or anticipated savings, increased costs or expenses, or for any indirect, consequential or special loss or damage.

To the extent permitted by applicable law, Manufacturer's liability shall be limited to the purchase value of your Product.

The limitations in this clause 4 shall not apply in case of Manufacturer's negligence or intentional misconduct or in case of death or personal injury resulting from Manufacturer's proven negligence.

5. OTHER IMPORTANT NOTICES

For further information on your Warranty, as well as information needed to process your warranty queries, please visit [**www.microsoft.com/mobile**](http://www.microsoft.com/mobile).

Please ensure your operator has removed any SIM-locks (or other equivalent mechanisms that may lock your Product to a specific network or operator) prior to delivering your Product for repair.

Your Product may contain country specific elements, including software. The warranty services available in a particular country may be limited to the Products and country specific elements available in that country.

Also, if your Product has been re-exported from its original destination to another country, your Product may contain country specific elements that are not considered a defect under this Warranty even if it would not be operational.

Microsoft Mobile Oy, Keilalahdentie 2-4, FIN-02150 Espoo, Finland

Manufacturer's limited warranty

1. General

Microsoft Mobile Oy ("Manufacturer") provides this Manufacturer's Limited Warranty ("Warranty") for genuine Manufacturer product (the "Product"), which Manufacturer has released for sale in Australia or New Zealand ("Covered Countries") since 1 January 2014.

This Warranty is distinct from any statutory rights under any mandatory consumer protection laws of your country applicable to you. It is intended to grant you specific, and as the case may be, additional rights, within the limits of what is permissible under such law, and does not limit the rights you may have under applicable statutory product warranty provisions. You may have other rights based on local laws during or after the Warranty period. These rights are not excluded by this Warranty.

Australia. Our products come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are entitled to have the products repaired or replaced if the products fail to be of acceptable quality and the failure does not amount to a major failure.

New Zealand. Our products come with consumer guarantees that cannot be excluded under the Consumer Guarantees Act 1993 (NZ). Under consumer guarantees you are entitled to a replacement or refund for a failure of substantial character and for compensation for any other reasonably foreseeable loss or damage. You are entitled to have the products repaired or replaced if the products fail to be of acceptable quality and the failure does not amount to a failure of substantial character. Where your Manufacturer product was supplied to you for business purposes, consumer guarantees under the Consumer Guarantees Act 1993 (NZ) will not apply.

2. Warranty

From the date the Product is sold to an end-user for the first time, as evidenced by the original proof of purchase, in this Warranty, Manufacturer Warrants the Product is free from defects in materials and workmanship ("Defect") as follows:

- (i) Twenty four (24) months for the main device;
- (ii) Twelve (12) months for accessories sold separately or included in the sales pack of the main device excluding batteries, covers, cables and chargers; and
- (iii) Six (6) months for all batteries, covers, cables and chargers, unless otherwise specified in the Product user guide.

If you wish to claim under this Warranty during a Warranty period, Manufacturer will, in a reasonable time, remedy the Defect free of charge by either repairing or replacing the defective Product or the defective part of it at its option provided that you have informed Manufacturer of the Defect before the Warranty period expires. When repairing or replacing your Product, Manufacturer may use new or re-conditioned

parts or products. You may have other rights at local law during or after the Warranty period. These are not excluded by this Warranty.

If you suspect that your Product may require service under this Warranty, please first visit www.microsoft.com/mobile/support/ and follow any instructions on how to troubleshoot the suspected issue and how to proceed. You can also contact us for assistance. You can find information about how to contact Manufacturer in the sales package or from www.microsoft.com/en-au/mobile/contactus (Australia) or www.microsoft.com/en-nz/mobile/contactus (New Zealand).

You will need to deliver your Product to a Manufacturer authorised service centre at your own cost. If you visit a Manufacturer authorised service centre for assistance under this Warranty, please remember to provide a copy of the original proof of purchase, which should clearly indicate the words "Tax Invoice" or the equivalent, and include the name and ABN number (Australia) or GST number (New Zealand) of the seller, the date of purchase, a description of the product purchased, and the IMEI or other serial number of the product.

To the fullest extent permitted by applicable law, no repair or replacement will renew or extend the Warranty period. Original or replacement parts or replacement Products provided under this Warranty will be covered by this Warranty for the remainder of the original Warranty period or for sixty (60) days from the date of repair or replacement, whichever is longer. You may have other rights at local law during or after the Warranty period. These are not excluded by this Warranty.

The Product or all parts of your Product that Manufacturer has replaced become Manufacturer's property.

Manufacturer does not Warrant that software preinstalled by or on behalf of Manufacturer in the Product (or subsequent updates and upgrades) (together "Manufacturer software") will meet your requirements, work in combination with any hardware or software not provided by Manufacturer, is uninterrupted or error free or that errors are correctable or will be corrected. For Manufacturer software related errors, Manufacturer will make available the latest version of the Manufacturer software for reinstallation on your Product or, if that would not be possible, another remedy, which in Manufacturer's reasonable discretion, satisfactorily addresses the error. Some Manufacturer software may be subject to separate license terms that are available with the software or your local section of www.microsoft.com/mobile.

Please always back up all data and content stored on your Product before taking your Product in for service since service activities will erase all data from your Product.

3. What this warranty does not cover

Manufacturer does not provide any Warranty for the following:

1 User guides;

2 Any (i) third party software, settings, content, data, or links installed or downloaded onto your Product at any time, or (ii) Manufacturer and third party services or enabling clients even if preinstalled by

Manufacturer (please read the terms and conditions that may accompany the services as those will define your rights and obligations);

3 Any (i) normal wear and tear, (ii) reduced charging capacity of the battery resulting from its natural end of life process, (iii) or pixel defects in your Product's display that are within the scope of industry standards;

4 SIM card and/or any cellular or other networks or system on which your Product operates; or

5 Errors or damage caused by: (a) misuse or not using your Product in accordance with the user guide, such as if the Product has been exposed to moisture, to dampness or to extreme thermal or environmental conditions or to rapid changes in such conditions, to corrosion, to oxidation, to spillage of food or liquid or to influence from chemical products, (b) using your Product with, or connecting it to, any product, accessory, software, or service not manufactured or supplied by Manufacturer, (c) any products combined with your Product by a third party, (d) damage or errors caused by hacking, cracking, viruses, or other malware, or by unauthorised access to services, accounts, computer systems or networks; or (e) other acts beyond Manufacturer's reasonable control.

This Warranty is not valid:

1 Outside of the Covered Countries;

2 If your Product, or the software it runs on, has been (a) opened, modified, or repaired without Manufacturer's authorisation, or (b) repaired with unauthorised spare parts;

3 If your Product's serial number, the mobile accessory date code, or the IMEI number has been removed, erased, defaced, altered or if these are illegible in any way;

4 If you have not installed the latest software updates that are publicly available for your Product within a reasonable time of their release; or

5 If you refuse to give possession of the Product to Manufacturer for repair and investigation.

If this Warranty does not cover your Product or the service it requires and you do not have a right to a repair or replacement under local law, Manufacturer reserves the right to charge for the repair or replacement of your Product, as well as a handling fee.

4. Limitation of Manufacturer's liability

Subject to local law rights that cannot be excluded, Manufacturer shall not be liable, either expressly or implicitly, for any

1 Damages or losses of any kind whatsoever resulting from or relating to loss of, damage to, or corruption of, content or data or the recreation or transfer thereof even if such loss, damage, or corruption was a result of a Defect in your Product; and/or

2 Loss of profit, products or functionality, business, contracts, revenues or anticipated savings, increased costs or expenses, or for any indirect, consequential or special loss or damage, even if it is negligent. However local law may give you additional remedies in damages that cannot be excluded.

To the extent permitted by applicable law, Manufacturer's liability under this Warranty shall be limited to the purchase value of your Product.

The limitations in this clause 4 shall not apply in case of Manufacturer's negligence or intentional misconduct or in case of death or personal injury resulting from Manufacturer's proven negligence.

5. Other important notices

For further information on your Warranty, as well as information needed to process your Warranty queries, please visit **www.microsoft.com/mobile/support/**.

Please ensure your operator has removed any SIM-locks (or other equivalent mechanisms that may lock your Product to a specific network or operator) prior to delivering your Product for repair.

Your Product may contain country specific elements, including software. The Warranty services available in a particular country may be limited to the Products and country specific elements available in that country.

Also, if your Product has been re-exported from its original destination to another country, your Product may contain country specific elements that are not considered a defect under this Warranty even if it would not be operational.

Microsoft Mobile Oy, Keilalahdentie 2-4, FIN-02150 Espoo, Finland

Australia: **www.microsoft.com/en-au/mobile/warranty**, Care: 1300 366 733 (national or premium rates may apply), **www.microsoft.com/en-au/mobile/contactus**

New Zealand: **www.microsoft.com/en-nz/mobile/warranty**, Care: 0800 665 421 (national or premium rates may apply), **www.microsoft.com/en-nz/mobile/contactus**

LIMITED WARRANTY CARD

To assist with your claim for Warranty please bring the original proof of purchase, which clearly indicates the name and address of the seller, the date and place of purchase, the product type and the IMEI or serial number. In addition to the proof of purchase, for future reference, this card is available for your retailer to record the information here to support your claim for Warranty.

Device Model:

Date of Purchase:

Device IMEI:

Owner's name:

Owner's contact:

Retailer's name:

Retailer's address:

Retailer's stamp

For Care support info, please visit www.microsoft.com/mobile/support/.