



HUAWEI P8lite

## SCREEN REPLACEMENT OFFER

We'll replace your cracked or shattered screen for free\*

### **Huawei P8lite Screen Replacement Offer**

**We'll replace your cracked or shattered screen for free\***

The new Huawei P8lite is built tough, with the latest Gorilla Glass screen providing unsurpassed damage resistance. But sometimes accidents happen. A cracked or shattered screen can ruin your new Smartphone. That's why we're giving you peace of mind. We'll give you one free screen replacement for any screen damage within the first 12 months of purchase.

\*Terms & Conditions Apply.

## How It Works:



Purchase a Huawei P8lite smartphone



**P8lite purchased through  
Telstra Shop or Telstra Channel**

Damaged screen?  
No worries, simply take your  
P8lite smartphone to a Telstra  
Retail Shop or contact Telstra  
Hotline on **13 22 00**.



Covered for screen damage to your P8lite  
smartphone within 12 months of purchase.  
Huawei will replace it for FREE\*.

### Things To Know:

- Don't forget to backup your personal data;
- Turnaround time may be between 3-5 working days;
- Only valid for Huawei P8lite Smartphone;
- Offer valid for 12 months from date of purchase;
- Customer must present a valid proof of purchase and IMEI;
- Offering limited to one replacement per device

## Frequently Asked Questions:

### What is Huawei Screen Replacement Offer?

Huawei Screen Replacement Offer is a first of its kind offering – we offer you ONE free screen replacement for screen damage within the first 12 months of purchase (Terms & Conditions Apply).

### How many times can I claim this offer?

Huawei's Screen Replacement Offer allows you to make ONE claim within 12 months from the date of purchase on each device (Terms and Conditions Apply).

### Where do I take my Smartphone to claim this offer?

If you purchased your P8lite from a Telstra Channel (on a plan or outright) – please contact Telstra Customer Care on **13 22 00**, or, simply visit a Telstra Store near you.

### Will my phone be delivered to me? If not, where do I go to collect my Smartphone?

If you have a Telstra P8lite and claim this offer through a Telstra Store, you will have to return to the store to pick up your replacement.

If you choose Huawei's pickup & delivery service, your phone will be picked up and delivered to your preferred address.

### How long will it take before I get a replacement?

Telstra:

Turnaround time through a Telstra Store may be 3-5 business days.

### What if I have a damaged screen and some other damages with it? Am I still eligible for this offer?

The Screen Replacement Offer excludes:

- Damage suffered as a result of liquid ingress;
- If another part of the phone (other than the screen) is damaged beyond economical repair; and
- If the damage is suffered as a result of use of the phone other than for its ordinary and generally accepted purpose or is deliberately damaged

### How do I backup my personal data and/or software?

There are several ways of backing up your data:

- **Huawei 'Backup' App** – P8lite Smartphone comes with a pre-loaded 'Backup' App. The App can help you back up all applications and personal data on a SD-card. All data can be restored in your new P8lite Smartphone using the same APP and the SD-Card.
- **Google Backup/PC backup** – If you use a Gmail account on your P8lite Smartphone, all your data can be backed up to your account (Settings > Backup & Reset). You can also connect your P8lite Smartphone to your PC to backup your data.

## What all information do I need to use Huawei's pickup & delivery service?

Typically, you need the following information:

1. Product Model name
2. IMEI number
3. SN number
4. Customer Name
5. Customer Address
6. Contact Number
7. Fault Description
8. Date of Purchase (Proof of Purchase)

## Terms and Conditions

If within the first 12 months of purchasing your Huawei P8lite the screen suffers external damage and that damage is not covered by the Consumer Product Warranty Huawei will replace the screen free of charge.

This offer is valid for Huawei P8lite's purchased in Australia.  
Proof of purchase is required. One replacement only.

You will need to back-up any data and/or software you have on your P8lite as it may, at Huawei's discretion, be replaced and not repaired. Huawei accepts no liability for the loss, corruption or destruction of any data or software on your P8lite handset.

Replacement products or parts will be of the same or better specification and performance than the product or part they replace but may be refurbished and not new.

Replacement products or parts will have a warranty period of 90 days or until the expiry of the Consumer Product Warranty, whichever is the later.

This Screen Replacement Offer excludes:

- Damage suffered as a result of liquid ingress;
- If another part of the phone (other than the screen) is damaged beyond economical repair;  
and
- If the damage is suffered as a result of use of the phone other than for its ordinary and generally accepted purpose or is deliberately damaged

This offer is subject to limited quantities and may be varied or withdrawn by Huawei at any time.

To make a claim under this offer:

### For Telstra customers:

Please contact Telstra Hotline on **13 22 00** or take your phone to any Telstra Retail Shop.