

Questions concerning:

**NOKIA limited warranty** may be directed to:

**Nokia Inc.** Telephone: **1-888-NOKIA-2U (1-888-665-4228)**

Facsimile: (813) 249-9619

TTY/TDD Users Only: 1-800-24-NOKIA (1-800-246-6542)

**Website:** [www.nokiausa.com/support](http://www.nokiausa.com/support)

### Warranty / Repair FAQs

Have a question about your warranty or repair? Please reference our frequently asked questions below.

**Q: How do I know if my phone needs to be repaired?**

**A:** To determine if your phone needs to be repaired, please use our [On-line Troubleshooting tool](#)  
<http://www.nokiausa.com/A4410046>

**Q: How do I have my phone repaired?**

**A:** For your personalized repair options and locations, please use our on-line [repair locator](#). You will need your serial number and zip code.  
<http://www.nokiausa.com/A4410046>

**Q: How do I verify if my phone is under warranty?**

**A:** To verify if your phone is under warranty, please use our on-line [warranty verification tool](#).  
<http://www.nokiausa.com/A4410053>

**Q: How long is my phone covered by the limited warranty?**

**A:** For information on the Nokia warranty coverage time period, please reference our [warranty information](#) section or consult the documentation that came with your product.  
<http://www.nokiausa.com/A4410053>

**Q: When does my warranty coverage begin?**

**A:** The limited warranty begins on the date of the purchase of the product.  
<http://www.nokiausa.com/A4410053>

**Q: What is a "proof of purchase"?**

**A:** The proof of purchase is a copy of your sales receipt for the purchase of the phone. The proof of purchase should include the following information:

- The phone's serial number (IMEI, ESN, WLAN, or MEID HEX)
- + The date of sale
- The name, address and phone number of the seller (dealer)

If the proof of purchase does not contain all of this information, it can be supplemented by a copy of the activation agreement with your carrier. If you no longer have a valid proof of purchase, warranty coverage will be determined by the manufacturing date code. Please use our on-line [warranty verification tool](#) to determine if our manufacturing records indicate that your phone is in warranty. <http://www.nokiausa.com/A4410053>

**Q: What are some of the key reasons a phone might be denied for warranty coverage?**

**A:** The key reasons for denial of warranty coverage are:

- Phone is outside of the warranty coverage time period
  - Exposure to moisture or dampness
  - Physical damage

Additional exclusions may include abnormal use, abnormal conditions, improper storage, unauthorized modifications, unauthorized connections, unauthorized repair, misuse, neglect, abuse, accident, alteration, improper installation, or other acts which are not the fault of Nokia, including damage caused by shipping.

See [warranty information](#) page  
<http://www.nokiausa.com/A4410054>

**Q: What are the costs for out of warranty repairs?**

**A:** Prices vary by product and the nature of the repair.

**Q: Where can I find detailed warranty information?**

**A:** Please visit our [warranty information](#) section or consult the documentation that came with your product.

<http://www.nokiausa.com/A4410054>