

## Mobile Unit Warranty Exchange

## Consumer Services



Mobile devices such as phones, Personal Digital Assistance (PDA), laptops and “Sat Navs” are now an integral part of our modern lifestyles. So when they fail there is a high expectation of a fast response to receiving a replacement or exchange and in many cases next day.

echo Mobile Unit Warranty Exchange Service allows you to meet your customers expectations.

From notification of the exchange, echo can manage the process, booking the appointment, collecting the replacement device, exchanging the faulty unit or an intrusive intervention and returning it to the supplier or the repairer directly. We can offer a fully managed service of your warranty stock, collecting it from your location.

In addition we are able to build and configure units prior to shipment as well as verify the fault on any returned unit at our Configuration Centre in Milton Keynes. This ensures that tested units are sent to site and faults are confirmed prior to entering the repair cycle.

### Features

- Warranty replacement of mobile units
- Security cleared personnel
- Sameday, Nextday or time slot exchange
- Per event pricing
- Stock holding of exchange units
- Pre build and configuration
- Faulty unit return verification
- Trace and track utilising PDA technologies

### Benefits

- High levels of customer satisfaction
- Appointment booking service
- Fixed cost for exchange
- Residential or business exchange

## Contact Us

### General Sales

**0845 124 1734**

### Courier Collections

**0845 120 7333**

### Main Switchboard

**0845 124 1700**

### Head Office

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