



Warranty Information

Limited Warranty:

All BlackBerry Wireless Handhelds™ (including the BlackBerry cradle and holster) purchased from Research In Motion (RIM), or an authorized dealer of RIM, come with a one (1) year limited warranty whereby:

RIM warrants that the BlackBerry handheld, cradle and holster will be free from defects in workmanship for one (1) year and will replace, refurbish or repair, at its option, the BlackBerry handheld and/or any of its components found to be defective.

The limited warranty does NOT apply to:

1. Reasonable wear and tear of the BlackBerry handheld, cradle or holster.
2. Scratches or cracks to the LCD screen.
3. Damage caused by accident, misuse, abuse, neglect or misapplication.
4. Defects due to repairs or modifications made to the BlackBerry product by anyone other than RIM or its authorized service representatives.

Service Options

In Warranty

Exchange

The Exchange service program minimizes downtime when you are experiencing technical difficulties with your BlackBerry Wireless Handheld™. The program reduces delays that can normally be associated with repairs so that you can stay connected to your important information and communications with little, or no, interruption.

Out Of Warranty

Repair and Return

The Return and Repair service program provides the customer with the most economical option to repair their out of warranty handheld.

Exchange

The Exchange service program minimizes downtime when you are experiencing technical difficulties with your BlackBerry Wireless Handheld™. The program reduces delays that can normally be associated with repairs so that you can stay connected to your important information and communications with little, or no, interruption.

Please note: The above service programs cover BlackBerry handhelds that have been purchased directly from RIM. For BlackBerry handhelds purchased through a BlackBerry carrier/reseller, you will need to contact the appropriate carrier or reseller for return and repair service.

If you have a damaged or failed handheld that was purchased directly from RIM, please follow the instructions below:

1. Contact the BlackBerry Customer Contact Center at 1-877-255-2377. Please be prepared to provide the [ESN](#) of your handheld. A Contact Center Representative will diagnose the technical difficulty and work with you to provide a timely solution to your problem. Many technical difficulties can be solved through hard resets and software reloads.

2. In the event your BlackBerry handheld needs to be repaired or exchanged, the Customer Contact Center Representative will verify your shipping address, provide you with a Support Incident Number, and in the case of out of warranty service, your service options.

3. Once your request has been processed, you will be emailed a Return Material Authorization (RMA) form that must be included with your return for customs purposes. Be sure to include a copy of the RMA form in the sleeve of the shipping pouch.

4a. For the In Warranty and Out of Warranty Exchange Service program, a replacement handheld will be exchanged for your damaged or failed handheld. (* This replacement BlackBerry handheld will become your permanent handheld)

- You will receive your replacement handheld within several business days. Once you receive the replacement, use the same packaging to return your damaged or failed handheld.
- Please do not return the holster/belt clip. (For RIM 950 Wireless Handhelds™, ensure that you insert a new AA battery in the return handheld prior to packaging.)
- For return shipment purposes, you will be provided with a courier waybill. The waybill is pre-stamped with RIM's address and shipping information. Please add your information to the waybill and attach it to the package to ship 'COLLECT'.

- Please hold on to your copy of the courier waybill. RIM does not keep the waybill number on record, so please note this number at time of shipping in case you need to verify proof of delivery.

4b. For the Out of Warranty Repair Service program, you will return your damaged or failed handheld to RIM for repair. The same handheld will be returned to you once repaired.

- Please do not return the holster/belt clip. (For RIM 950 Wireless Handhelds™, ensure that you insert a new AA battery in the return handheld prior to packaging.)
- Ensure the handheld is packaged in such a way that it will be protected from shipping damage.
- You will arrange for a courier and ship the damaged or failed handheld Pre-Paid to RIM's return address.
- You are responsible for the return delivery of the damaged or failed handheld, so we recommend you retain a copy of the courier waybill to verify proof of delivery if required.

Notes:

- Please be aware that you will be billed for repair costs if the problem associated with the BlackBerry handheld is found to be such that it is not covered by RIM's limited warranty.
- In the case of an exchange, you must return the damaged or failed BlackBerry handheld within 7 days from the time you receive your replacement handheld. Otherwise, the RMA will be cancelled and you will be charged for the replacement. Also, your damaged BlackBerry handheld will be deactivated 3 days from the time your RMA request has been processed.
- Please wait at least 5 business days before calling the BlackBerry Customer Contact Center to check the status of your shipment.

All services associated with your current BlackBerry handheld will be transferred to your replacement handheld. In the case of paging, you keep the same paging PIN and, for enhanced paging subscribers, you maintain your toll-free 1-800 number.

*Please note that products being replaced by RIM as part of the Exchange program may be replaced with new or refurbished products. Please consult the limited warranty provided with your handheld for information on the warranty applicable to replacement products.

Out of Warranty Policy

BlackBerry handhelds purchased direct from Research In Motion (RIM) are covered under a One Year Warranty for defects in material and workmanship from the date the product was shipped. If you did not purchase direct from RIM, please contact your service provider for warranty information.

Out of Warranty Options

Return to RIM for repair

Cost:

1. RIM 950 Wireless Handheld \$125 US, \$180 CA
2. RIM 957 Wireless Handheld \$130 US, \$185 CA

- You are responsible for the cost of shipping the handheld to RIM.
- You will be without your handheld for approximately 15 business days.
- If the handheld is damaged beyond repair RIM will contact you and will either ship the handheld back to you or destroy it.
- Note: Handhelds that have been water damaged, or have alkaline battery leakage, cannot be repaired. It is recommended that a new handheld be purchased (please see below).

Out of Warranty Exchange, at cost

Cost:

1. RIM 950 \$155 US, \$220 CA; with the return of the old handheld.
2. RIM 957 \$160 US, \$230 CA; with the return of the old handheld.

- You will receive your replacement handheld within 5-7 business days. RIM will include a pre-addressed waybill for the returning handheld and RIM will be responsible for the return shipping provided that waybill is used.
- If the old handheld is not returned within 10 business days or is damaged beyond repair (including water damage or alkaline battery leakage), RIM reserves the right to charge \$50 US, \$75 CA for the RIM 950 and \$75 US, \$110 CA for the RIM 957.

Should you wish to choose one of the above options please contact us at 1-877-255-2377 or help@blackberry.net.

Support

Each BlackBerry™ handheld has a ESN (serial number) and Personal Identification Number (PIN), that uniquely identifies the handheld. To find your ESN and PIN, follow the steps below.

1. In the Home screen on your BlackBerry, scroll to and click the OPTIONS icon.
2. The Device Options screen appears. Scroll to and click Status.
3. In the Status screen, scroll to the ESN (format will be "031/1X/XXXXXX", where "X" is a variable numeric digit).
4. In the same screen, scroll to the PIN.