

# REPAIR REQUEST FORM

Name: ● ● ●  
 Address: ● ● ●  
 City: ZIP: ● ● ●  
 Phone: Email: PIN / password: ● ● ●

Please turn off your gesture, password or PIN to your device. If this is not possible, use the free space the the right above this text to fill it out. In the case of watches/bracelets, please log out the device from your Xiaomi account.

**Item**  
 Name: Výrobní číslo/IMEI:  
 Date of purchase: Číslo faktury:  
 Type of repair: warranty repair non-warranty repair \*

\*If this is non-warranty repair, please provide the amount that is acceptable to you in the full description field below. The price list for repairs without postage is [here](#) or first verify the price by phone agreement.

Package contents at the handover (charger, cable, box, etc.):

Condition of goods (wear, mechanical damage):

Full description of the issue:

1. PRG Trading Group s.r.o. will remove the defects in the product, which are listed in the section "Detailed description of the issue," or will reject the claim after finding that the request for free repair did not arise. Especially for defects caused by unprofessional or unauthorized repairs or changes (including changes to the software) or using in violation of operating instructions, foreign substances entering the device, improper maintenance, in case of damage due to unavoidable event (natural disaster), mechanical damage caused by the customer, if the device has been connected to a voltage other than that specified, or if the fault has been caused by a non-standard accessory. Unprofessional or unlawful interference is considered especially the handling of the device, when the protective elements (seals or stickers), protecting sensitive technical components inside the device, are broken. The warranty may not be enforced even if modification or adaptation is required to extend the functionality of the device against the purchased version or its operation under conditions other than those for which it was designed, manufactured and approved. Unless stated otherwise above, the customer agrees with the possibility of replacing the product with a perfect product if it is reasonable due to the nature of the fault.
2. If the device is blocked, the customer is obliged to fill in the password, pin, or gesture into this repair request form. If data is lost from the device memory during repair, PRG Trading Group s.r.o is not responsible for any loss of data.
3. If the customer, together with the product, hands over any accessories that do not form a single unit with the product (protective foil/glass, case, etc.), PRG Trading Group s.r.o is not responsible for these accessories. The Customer acknowledges that it may be necessary to remove the protective glass or film when performing the repair. PRG Trading Group s.r.o is not obliged to replace such glass or foil.
4. If the customer does not collect the repaired goods without undue delay after the completion of the repair, PRG Trading Group s.r.o will send the customer a call for collection. After the expiry of the deadline stated in the last call, PRG Trading Group s.r.o is entitled to satisfy its receivables from the customer from the proceeds of the sale.
5. If the customer refuses the offered form of repair for the non-warranty service, a handling fee of CZK 290 (or its equivalent in euros) will be charged to the customer.

Please deliver it to: **Xiaomi-store.cz, Římská 24, 120 00 Prague, Czech Republic**

Date and your signature: ..... Accepted by repair shop in: .....

Date completed and our signature: .....