

POCKETBOOK WARRANTY AND OUT OF WARRANTY SERVICE PROCEDURE

PocketBook

The manufacturer of the PocketBook brand, in order to satisfy its clients, enables service orders for PocketBook e-book readers and tablets via PTS Corp Service Center.

This document is addressed to individual users (B2C) and business users (B2B).

WARRANTY SERVICE

The manufacturer of the Pocketbook brand guarantees efficient operation of devices provided they are used according to the intended purpose and the technical and operational conditions described in the Service Manual and the Warranty Card.

1. WARRANTY PERIOD:

- Device: 24 months warranty
- Battery: 6 months warranty
- Accessories: 6 months warranty

2. HOW TO REPORT A CLAIM?

Register your claim at:

A. PTS Corp Service Centre on website: <https://ptscorp.com/pocketbook>

- Register the claim via your user account or use the form without creating an account.
- Direct any questions to: pocketbook@ptscorp.com

Note: For each item, it is necessary to fill out the claim form.

B. Place of Purchase (If applicable).

3. REQUIRED DOCUMENTS:

Submit a copy of the purchase document (receipt or invoice), or any document confirming seller name, sold device, and purchase date.

4. HOW TO PACK A DEVICE?

After RMA registration of the device on our website, pack the device with all documents and accessories. Do not send any additional equipment (SD card, SIM card, documents, covers, headphones etc.).

- Secure the device with fillers in the original or alternative box.

⚠️ PTS Corp and PocketBook are not responsible for transport damage caused by improper packaging.

5. WARRANTY EXCLUSIONS:

- The manufacturer's warranty does not cover external damages: caused by external causes such as: mechanical, atmospheric, pollution, flooding, or damage caused by improper use of consumables (eg cleaning agents) resulting from unauthorized software updates.
- Defects or damage resulting from improper testing, operation, maintenance, installation, recovery, service, or adjustment not approved by the manufacturer
- Improper handling or failure to follow usage guidelines or those items that are not in accordance with the instruction manual.

⚠️ Units with excluded conditions may be returned without contact any additional contact with the Customer.

6. LIABILITY EXCLUSIONS:

- Damage, loss or erasure of customer's data from device memory or storage media. The device user is responsible for backing up his/her data.
- Non-original accessories or items or equipment not included in the original kit (eg SIM cards, SD cards, cases / covers, headphones, documentation, etc.)
- Problems associated with the interoperability of the claimed goods, third-party software or hardware compatibility issues.

7. IF PACKAGE IS DAMAGED DURING SHIPPING:

Check shipment with courier present. If damaged:

- Make a damage report with the courier.
- If possible take photos and contact pocketbook@ptscorp.com

⚠️ Warning: Applying for compensation for damaged or incomplete equipment is possible only after the completion of the damage report.

OUT OF WARRANTY CLAIMS OR POST-WARRANTY SERVICE

1. HOW TO REPORT A CLAIM?

- Email pocketbooksupport@ptscorp.com, then register claim at:
<https://ptscorp.com/pocketbook>

2. REQUIRED DOCUMENTS:

- No proof of purchase required.
- Include detailed fault description for proper diagnosis.

3. PACKING INSTRUCTIONS:

- Follow same packaging instructions as warranty service.
- Send at your own expense and ensure proper transportation insurance

4. LIABILITY EXCLUSIONS:

Same as Warranty Section 6.

5. IF PACKAGE IS DAMAGED DURING SHIPPING:

- Follow same procedure as Warranty Section 7.

CONTACT DETAILS

PTS Corp

- RMA System: <https://ptscorp.com/pocketbook>
- Email: pocketbook@ptscorp.com