



Xiaomi UAE After Sales Customer Guide

Thank you for choosing Xiaomi.

We're committed to providing you with reliable after sales support and a seamless service experience. This guide outlines how to contact us, warranty coverage, repair procedures, and important information to help you get the best support for your Xiaomi products.

Contact Us

Customer Service Hotline

☎ Phone: (800) 0320664

- Working Hours: Monday-Friday 9:00AM-6:00PM

Mi After-sales Service Center (Walk-in)

- Working Hours: Monday-Friday 9:00AM-6:00PM

✉ Email service.ae@support.mi.com

🌐 Website <https://www.mi.com/ae-en>

📍 Authorized Xiaomi Service Centers

Service Center	Products Supported	Address
Eros Service Centre	Phones, Pads & AIoT Products	Hitachi Building, Al Quoz 3, Near Al Quoz Mall
Xiaomi - Ozone Service Center	TVs & Home Appliances	4697 Al Quoz - Al Quoz Industrial Area 51.7°12'55'07"25 3"E - Dubai



Warranty Policy

Product Category	Warranty Coverage
Smartphones & Tablets	Main Device: 12 Months Accessories: 6 Months
Smart TVs	Main Device: 12 Months Accessories: 6 Months
Wearables & Ecosystem Products (Smartwatches, Earbuds, etc)	12 Months

Warranty Requirements

Valid proof of purchase is required to claim warranty service.

Warranty Does Not Cover

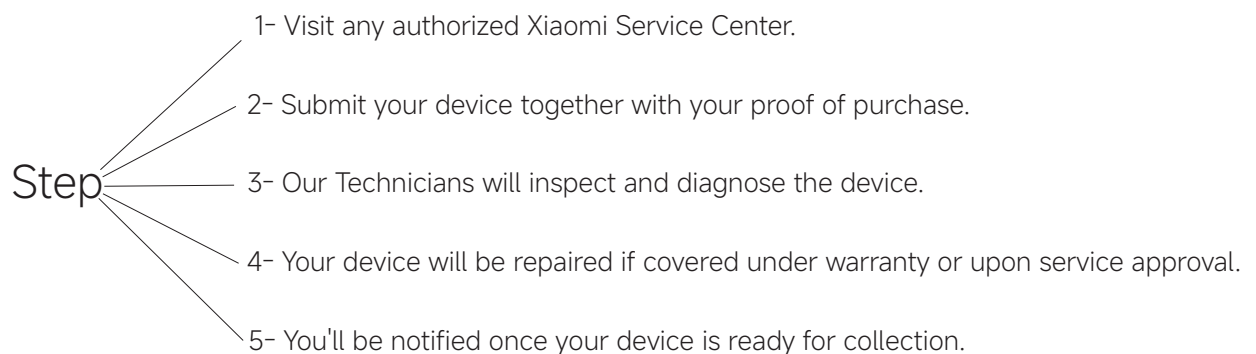
 Physical damage

 Liquid damage

 Damage caused by unauthorized repairs or modifications

 Damage resulting from misuse or improper handling

Smartphone Tablet Repair Process

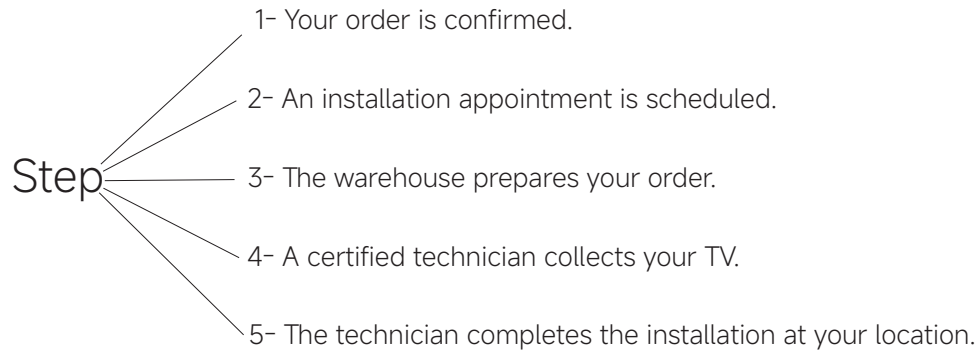


Repair Turnaround Time: Minor repairs: Same day (subject to parts availability)
Major repairs: Approximately 5-3 working days



Smart TV Installation Process

After purchasing your Xiaomi TV and installation service:



Installation Schedule:

Order Placed: Before 3:30 PM

Installation: Next Working Day (D+1)

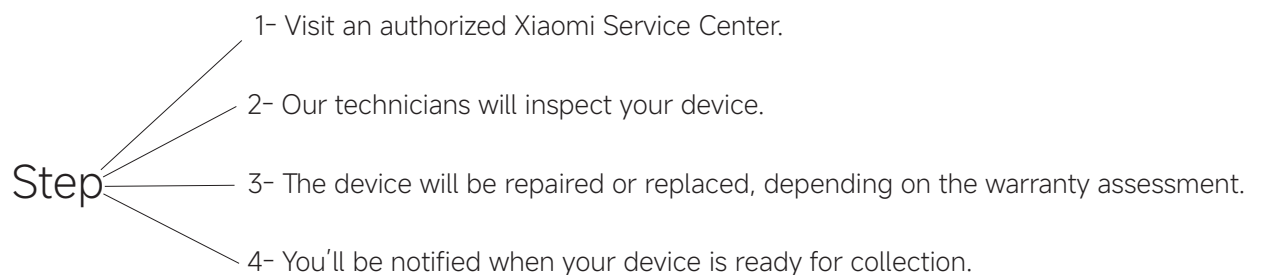
Order Placed: After 3:30 PM

Installation: Second Working Day (D+2)

Important Notes: Installation appointments are not available on Saturdays and Sundays.
An adult aged 18 years or above must be present during installation.

Wearables & Ecosystem Products

For Xiaomi Watches, Earbuds, and other ecosystem devices:



Estimated Turnaround Time 5-3 working days



Helpful Tips:

To ensure the best after-sales experience, please remember:

- Back up all personal data before submitting your device for repair.
- Keep your original proof of purchase throughout the warranty period.
- Do not attempt to repair or modify your device yourself, as this may void your warranty.
- Use only genuine Xiaomi chargers, cables, and accessories for the best performance and safety.
- Remove SIM cards, memory cards, and personal belongings before handing over your device for service.

Need More Help?

Visit our official website or contact Xiaomi Customer Support for assistance.

Website: <https://www.mi.com/ae-en>

Customer Service Hotline: (800) 20664 03

Email: service.ae@support.mi.com