

Xiaomi Smartphone International Warranty Service for Xiaomi 12 Pro

End users who purchased Xiaomi 12 Pro from any Xiaomi local official authorized sales channel and activated locally in the countries covered by the Xiaomi Smartphone International Warranty Service scope (“Customer”) will get:

1. Xiaomi Smartphone International Warranty Service.

Additionally to the consumer rights granted by legal warranty and according to the terms which are published on <https://www.mi.com/global/service/warranty>, Consumers will get a voluntary commercial guarantee as stated below. The commercial guarantee is offered by Xiaomi H.K. Limited registered at Suite 3209, 32/F, Tower 5, The Gateway, Harbour City, 15 Canton Road, Tsim Sha Tsui, Kowloon, Hong Kong.

a) Scope

Consumers who purchase a **Xiaomi 12 Pro** (“Product”) from any official sales channel (online or offline) of Xiaomi in the Territory of the countries in the “Table 1” and activate the Product within the Territory, will be eligible for getting the repair service at the designated local Xiaomi’s Service Center. **The period of Xiaomi Smartphone International Warranty Service is 24 months calculated from the purchase date.** The Xiaomi’s designated service center in the place where the service is provided will provide users with international warranty services to the extent permitted by local laws and based on the local availability of materials to ensure that the equipment can be used normally in the location where the services are provided .

Table 1. Countries Covered by Xiaomi Smartphone International Warranty Service

Region	Country
Western Europe	Germany, Spain, Portugal, Italy, France, Netherlands, Belgium, Luxembourg, United Kingdom, Ireland
Eastern and Northern Europe	Poland, Denmark, Sweden, Norway, Finland, Austria, Croatia, Czech Republic, Slovakia, Hungary, Lithuania, Latvia, Estonia, Bulgaria, Greece, Romania, Slovenia
Southeast Asia	Malaysia, Thailand, Vietnam, Singapore, Philippines
Middle East	UAE, Saudi Arabia, Pakistan, Turkey
HTM	Hong Kong, Macau, Taiwan

Latin America	Mexico, Chile, Peru, Colombia
CIS	Russia, Belarus, Kazakhstan, Uzbekistan
Indonesia	Indonesia
Africa	Egypt, Morocco, Nigeria, Kenya

Xiaomi Smartphone International Warranty Service will include the following service types:

1. In-warranty repair: Provide a valid purchase proof and warranty card, and after the Xiaomi's Service Center detects and confirms that the warranty conditions are met, you can enjoy free warranty services. Service procedures and Warranty determination rules may vary by country/region.
2. Out-of-warranty repair: For smartphones that warranty period has expired or not covered by warranty, defective spare parts can be replaced at the local Xiaomi's Service Center with a charge.

The price of spare parts and labor fee are subjected to the local Xiaomi's Service Center where the service is provided.

And spare parts available for the out-of-warranty repair of Xiaomi Smartphone International Warranty Service only include: Motherboard, Screen, Battery, Battery cover and others. The availability is subjected to the Local Xiaomi Service Center.

Please be noted that the appearance/function of your Smartphone/repaired material may vary as a result of the Service provided, and the safety qualification standards/marks for your Smartphone/repaired materials may be applicable only to the place where the Xiaomi Smartphone International Warranty Service is provided due to the requirements of local law so as to differ from the requirements of the law in the place where you purchased your Smartphone.

b) Exclusion

This commercial guarantee will not apply to the following cases:

1. The Xiaomi Smartphone International Warranty Service only supports repair of designated models in the covered countries but no replacements and returns of Smartphones. Other services are subjected to the place whether the service is provided.

2. Customers need to give the authorization for relevant information, sign the handover form and instruction form, otherwise the Xiaomi's Service Center has the right to refuse to provide services.
3. For phones purchased through unofficial channels, the service center has the right to refuse to provide services. Please purchase the device through an official channel recognized by Xiaomi.

Moreover, this commercial warranty will not cover the following cases when:

1. Smartphone model which is not covered by Xiaomi Smartphone International Warranty Service.
2. Smartphones not sold and activated in the countries in the "Table 1"
3. Smartphones sold through unofficial channels of the countries in "Table 1".
4. Any modification, disassembly, or repair that is not authorized by Xiaomi.
5. Smartphones that exceed the time limit of the service stated at the location where the service is provided
6. Only a refund or replacement is requested.
7. The Customer refuses to sign the Xiaomi Smartphone International Warranty Service statement.
8. The device cannot be used due to cross-region rather than device failure (for example, it does not support other regional network standards and cannot access the Internet, etc.).
9. Beyond the scope of the statutory service policy of the service place.

Nothing in this Commercial Guarantee shall limit Consumers' rights under applicable law.