

Warranty Conditions

Accurate and complete online registration until 4 weeks after the purchase of HIPROTEC DISPLAY (invoice date) is mandatory to make claims under the warranty. The entitlement to the warranty expires automatically 2 years after the registration date.

Vandalism, wanton destruction and atypical tensions in the glass caused by the manufacturer of the device, as well as the results of an atypical use of force are excluded from the warranty.

HIPROTEC does not assume liability for any type of consequential damages (personal injuries and material damages) or data loss resulting from the glass breakage or during the replacement.

Personal injuries or material damages resulting from faulty application of HIPROTEC DISPLAY are not covered by the warranty.

The warranty applies exclusively to breakage of the glass surface covering the LCD of smartphones and tablets with an IMEI number.

After successful registration, a service code will be sent to the e-mail address provided by you (please also check your SPAM folder), which has to be indicated in case of a warranty claim.

The device with the broken glass surface has to be sent to the address of the HIPROTEC service centre, together with the printed service code attached.

HIPROTEC does not warrant that the data on the sent device are maintained, so please make a data backup before sending your device.

Warranty cases shall be sent to HIPROTEC exclusively using a trackable delivery service.

Losses or damages that may be caused during the delivery by insufficient packaging are not covered.

HIPROTEC will assume one-way delivery costs. If you send the device freight prepaid, you will have to pay for the return, and vice versa.

HIPROTEC undertakes to hand over the repaired device to a delivery service for its return within 10 working days, provided that the warranty terms have been complied with.