



[consumer.huawei.com/za](http://consumer.huawei.com/za)

**HUAWEI P SMART 2019 SCREEN REPAIR OR REPLACEMENT  
TERMS AND CONDITIONS**

**1 FEBRUARY 2019 – 31 DECEMBER 2019**

**Introduction**

1. This promotion (“**Promotion**”) is organised and run by Huawei Technologies South Africa (Pty) Ltd (“**Huawei**”), including its affiliates, partners, associates and agents (the “**Organisers**”). The Promotion is not open for entry by or on behalf of a legal entity. The Promotion will be executed in the Republic of South Africa.
2. By entering the Promotion, all participants agree to be bound by these terms and conditions, which will be interpreted by the Organisers and the Organisers decision regarding any issue will be final and binding and no correspondence will be entered into.

**Promotion**

3. This Promotion will run between **1 February 2019 and 31 December 2019**, both dates inclusive (the “**Promotion Period**”). All existing HUAWEI **handset** device users (the “**Device**”), who purchase the HUAWEI P Smart 2019 device on a prepaid basis or postpaid contract, are eligible for this promotion (the “**Promotion Award**”).
4. The first **10 000** (Ten Thousand) existing HUAWEI **handset** device users purchase the HUAWEI P Smart 2019 device in any Outlet on a prepaid purchase or postpaid contract during the Promotion Period **AND** successfully claim the purchase on the Huawei promotions website at [www.huaweipromo.co.za](http://www.huaweipromo.co.za) **AND** be approved by HUAWEI, will receive the following –
  - 4.1 One free **front** screen repair or replacement during the first 12 months from your invoice date (Your P smart 2019 purchased invoice date)
5. This Promotion is only available to individuals or natural persons and is not open for any business entity or partnership.

**Promotion Mechanics**

6. To enter this Promotion, participants must:

Registration No. 1999/10578/07

Directors: Li Dafeng (Chinese), Li Peng (Chinese), Du Yanxin (Chinese)

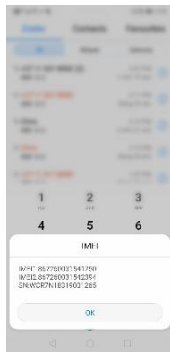
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- 6.1 Be an existing HUAWEI handset device user;
- 6.2 Purchase the HUAWEI P smart 2019 device on a prepaid purchase or postpaid contract during the Promotion Period; **AND**
- 6.3 go to [www.huaweipromo.co.za](http://www.huaweipromo.co.za) to register the following information:
  - **NAME;**
  - **SURNAME;**
  - **CONTACT NUMBER;**
  - **EMAIL ADDRESS**
  - **OLD HUAWEI PHONE MODEL; (e.g., P10/P10 Lite/Y5 2017)**
  - **OLD HUAWEI PHONE IMEI; (each IMEI would verify once)**
  - **SCREENSHOT OR PHOTO WITH OLD HUAWEI PHONE IMEI NUMBER**
  - **Fill in P smart 2019 IMEI**
  - **P smart 2019 Invoice Date**
  - **Upload a clear picture of the P smart 2019 purchase invoice or contract.**

**Option 1:** (->Click **Phone Settings** -> Click **System** -> Click **About Phone** -> Make a Screenshot or take clear photo with IMEI and Model as below)



**Option 2:** (-> Go to your Dialer -> Dial **\*#06#** -> Make a screenshot or take clear photo with IMEI as below)



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6.4 Once confirmed by Huawei (this verification process should take approximately 30 days), the HUAWEI P smart 2019 IMEI will be recorded in the Huawei Service database. Once approved by Huawei you will receive an email or SMS for confirmation.

7. When you receive the Huawei confirmation email/SMS to say you are confirmed to be one of HUAWEI P smart 2019 free front screen repair or replacement customers, then you are eligible for 1(one) free **front** screen repair or replacement during the first 12 months from the date of invoice for the purchase **after the front screen of P smart 2019 damaged**.

8. To claim the repair or replacement front screen of P smart 2019, Huawei has a DOOR TO DOOR PHONE PICK UP SERVICE. How to claim service:

8.1 Call the Huawei Service Call Center on 0860861111 to speak to and inform agent you are calling to claim the P smart 2019 **front screen replacement service**

8.2 Make sure you have your P smart 2019 IMEI number ready

8.3 Once all details are confirmed, Call Center agent will confirm with you time and date of pick-up

8.4 Upon repair or replacement of your P smart 2019 front screen, Call Center agent will make contact to arrange date and time for delivery

9. Find Support for Frequently asked Questions & Contact details:

**Our Call center:** 0860861111

**Our Online chat and website support:** <https://consumer.huawei.com/za/support/>

**Our Email:** [mobile.africa@mail01.huawei.com](mailto:mobile.africa@mail01.huawei.com)



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## General Terms and Conditions

10. The **Promotion Award** is not exchangeable for cash, and will not be transferable or negotiable.
11. The Promotion participants must register on the Huawei Promotions website by themselves – sales consultants are not permitted to register on behalf of a Promotion participant and should this be the case, the Promotion participant will be disqualified.
12. The Promotion participants need to ensure that the details provided on the Huawei Promotions website are true and correct. If the information is incorrect and the Promotion participant does not receive the **Promotion Award**, the Organisers will not be responsible and will not entertain any claims for compensation or reinstatement.
13. Personal Information about the Promotion recipients will be shared with HUAWEI Service of the Promotion and their agents to the extent necessary for the **Promotion Award**. The Organisers will communicate with the Promotion recipients via email as the preferred method of communication, and, telephonically or SMS as a secondary means, if required. The Organisers reserves the right to contact the Promotion recipients at all reasonable times, as and when required.
14. The Organisers reserve the right to select alternative Promotion recipients in the event that they believe, in their sole discretion, that a Promotion recipient has contravened any of these terms and conditions, tampered with the Promotion, provided false or misleading information or statements that violate the law or are in contravention of the rights of any third parties. The Organisers decision shall be final and no correspondence will be entered into in this regard.
15. The Organisers reserve the right to substitute the **Promotion Award** for an alternative award of equal or greater value should the **Promotion Award** promoted not be available due to unforeseen circumstances.
16. This Promotion is advertised on the Organisers digital platforms.
17. The Promotion, the **Promotion Award**, and any terms and/or conditions surrounding it may be amended by reasonable notification at any time during the Promotion, and will be applied and interpreted in the sole discretion of the Organisers. Such altered terms and conditions shall become effective immediately after being altered or on such date as may be determined by the Organisers. No participants shall have any

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## Huawei Technologies South Africa (Pty) Ltd

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recourse against the Organisers as a result of the alterations of the terms and conditions.

18. The Organisers reserve the right to extend, reasonably shorten or suspend the time period of the Promotion for technical or commercial or operational reasons or for the greater public good or due to a "*force majeure*" event or generally for any reason whatsoever within its sole discretion, on condition that it notifies the participants in a manner that is expedient according to its best ability.
19. The Organisers reserve the right to amend the rules and/or terminate this Promotion immediately at any stage, whether required as a result of changes in legislation, or if required by any national, provincial or municipal authority, or within the sole discretion of the Organisers for any reason whatsoever. Notice of such termination shall be published on the Organisers social media platforms. In such event, all participants waive any rights that they may have/purport to have in terms of this Promotion, and acknowledge that they will have no recourse against the Organisers whatsoever.
20. All participants indemnify the Organisers, its associated and subsidiary companies, and its directors, officers and employees, against any and all claims for any loss or damages, whether direct, indirect, consequential or otherwise, arising from any cause whatsoever from their participation in any way whatsoever in this Promotion.
21. South African law shall govern these Promotion rules and the courts of South Africa shall have exclusive jurisdiction
22. The participant confirms that he/she understands the contents, effect and consequences of all the clauses, terms and conditions, has no objections thereto and by entering the Promotion agrees to be bound by same as

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