

REPAIR SUMMARY

FROM : 28/05/2024

AGREED REPAIR CENTER

RECIPIENT

PARTICULIER

FAIRPHONE

END USER

Sir or Madam,

Please find below the details of our intervention on the product you sent us.

If a new malfunction appears, and before sending it to us again, we invite you to contact our customer service whose contact details appear at the bottom of this report.

Before using this product , make sure to fully charge the battery

REPAIR PERFORMED : REPAIR

Received Model	Shipped Model	Received date	Shipping Date
FAIRPHONE 5 8GB 256GB	FAIRPHONE 5 8GB 256GB	24/05/2024	28/05/2024
IMEI In	IMEI Out	Warranty In	Warranty Out
		In Warranty	In Warranty
Serial number In	Serial number Out	Accessories received and delivered	
		battery cover, BATTERY	

Product status on reception : Used

Failure Declared by the customer : CHARGE - NO CHARGE
no charge, "Liquid or debris", IUI CS24-17

FAILURE	REPAIR	REPLACED PART
CHARGE – Does not charge	CHANGE ELECTRO/MECHANICAL PARTS	FP5_SECONDARY_PCB_BOTTOM_V1
NO FAILURE FOUND	SOFTWARE UPDATE (preventive)	

Technical comment : DEI_CCD_AUDIO_CHARGE

FAIRPHONE

Please contact us on info.fairphone@cordongroup.com
Customer Service Cordon Electronics :
0033 01.70.99.06.89
open from 9am to 6pm from Monday to Thursday and from 9am to 5.30 on Friday

C
CORDON
ELECTRONICS

<https://www.cordongroup.com>

Keep this document that may be requested as a proof for our intervention

In accordance with the provisions registered in the RGPD, you have rights to the treatments carried out with your personal data. To exercise these rights, please go to the following address: <http://www.cordongroup.com/en/contact-service-clients-cordon-electronics.html>, select "exercise my rights under the RGPD" in the list "your subject" then motivate your request in the "your message" field.