

Service Repair FAQs

For Cellular Phones

Where do I take my device if it is defective?

In the event that you find your device is not functioning properly, simply bring it to one of our seven IDC locations. A qualified sales associate will work with you to evaluate the issue. Handsets determined to be defective will be forwarded on to the manufacturer's repair facility on your behalf.

How long will it take?

The length of time your phone will be away depends on the nature of the repair. It is usually around 3-4 weeks, but in some cases it may take longer. An IDC representative will contact you directly when the device has returned and is ready for pickup.

Will I be provided a loaner device while my phone is being repaired?

Absolutely. In the event that your handset needs to be sent away for repair, IDC communications will provide a loaner handset at no-charge. The loaner unit provided may not be identical to your device, but, it will have similar features and functionality. In addition, we will transfer all of your existing contacts into the loaner device whenever possible.

How will my issue be resolved?

Our manufacturers make every effort to resolve your issue and return your original device back to you. Depending on the issue, sometimes the only resolution is to exchange your device with a replacement. Replacement devices will be at the discretion of the manufacturer.

If my device is exchanged, what should I expect of my replacement device?

Replacement equipment may be remanufactured or new, and may be the same or a comparable model as your original device. Remanufactured replacements have been tested and inspected to meet or exceed quality standards.

If my device is exchanged, will my phonebook and content be transferred to the replacement device?

In most cases, IDC will be able to transfer your phonebook. In select cases, there may be device limitations that prevent it. To retain pictures, IDC recommends saving them to a memory card and removing it before sending your device away for service. Data may be lost depending on the nature of the repair. Therefore, you should always keep a back-up copy of your phonebook and content to ensure retention. To protect your privacy, all content will be cleared from IDC's systems after transfer.

Is there a cost for the repair?

Repairs covered under manufacturer's warranty are performed free of charge. Issues found to be caused by physical or liquid damage are not covered by the manufacturer's warranty and, therefore, are chargeable. An estimate will be provided to you before any repairs are performed.

How long is the warranty period on my device?

Manufacturer's warranty is in effect for the first 12 months from the date of purchase. Additional coverage beyond the 12 months can be purchased from IDC Communications. This warranty can be purchased at the time of sale or at anytime within 30 days of your purchase.

For more information, contact our service department at 254-8282

