
ANNOUNCEMENT OF CARE COOPERATION ON AFTER SALES SERVICES

Dear business partner,

As you are hopefully already aware, due a change in strategy by Arvato SCM Solutions, they have decided to ramp down the mobile phone and tablet services businesses at Arvato Services k.s. located in Stochov with effect of April 1st 2019.

To ensure business continuance we are pleased to announce that HMD Global Oy and BRITEX-CZ, s.r.o. have started a co-operation to provide you the after-sales services for HMD Global Oy produced Nokia Smart Phones in Czech Republic and Slovakia with effect of April 1st 2019. Scope of the co-operation covers all Nokia smartphones launched in Czech Republic and Slovakia.

BRITEX-CZ, s.r.o. will perform in-warranty and out-of-warranty repairs or replacement and DOA/ DAP proceeding of Nokia smart phones returned by consumer, retailer and business channels.

In-warranty and out-of-warranty repairs

In-warranty repairs are handled via the standard repair process at BRITEX-CZ, s.r.o. Should a repair be registered as an out-of-warranty repair or if it is discovered during the repair process that the fault is not covered by the manufacturer's limited warranty, BRITEX-CZ, s.r.o. will provide the end consumer with a cost estimate for the repair. Out-of-warranty prices can be obtained from: www.britex.cz

The repair status can be tracked using the service order directly on the service portal: www.britex.cz. Following repair, devices are returned to the end consumer with a description of services carried out.

Sending in for repair

End consumers can send repairs directly to BRITEX-CZ, s.r.o. Information on how to send in a repair as an end consumer and the registration page can found from: www.britex.cz

Manufacturer's Limited Warranty

HMD Global Oy (hereinafter "Manufacturer") provides a Manufacturer's Limited Warranty ("Warranty") for the genuine Product (the "Product"), which Manufacturer has released for sale in the European Union, Iceland, Norway, and Switzerland ("Covered Country"). This Warranty is valid only in the Covered Country, where the Product was purchased through Manufacturer's authorized sales channels, if the Product was intended for sale in that Covered Country. This Warranty covers and includes any statutory rights under any mandatory consumer protection laws of the Covered Country applicable to you, and grants you specific, and as the case may be, additional rights, within the limits of what is permissible under such law. This Warranty does not limit the rights you may have under applicable consumer protection laws. You may have other rights based on local laws during or after the Warranty period. These rights are not excluded by this Warranty. The Product and its accessories shall be used in accordance with the instructions provided in the user guides and leaflets that come in the Product package and are also available at:

www.nokia.com/mobile-support

If you have further questions, please contact BRITEX-CZ, s.r.o. mobil@britex.cz, or your Regional HMD Global Oy Care Manager.

Yours sincerely,

Pawel Karski

HMD Global Oy

On behalf of Nokia mobile CARE

BRITEX-CZ, s.r.o.