

## OOPS! IS THE DEVICE YOU BOUGHT ABROAD BROKEN?

DIAL THIS INTERNATIONAL NUMBER AND OUR IQOS CUSTOMER CARE WOULD BE HAPPY TO HELP YOU.

### Call

**+41 21 547 88 88\***

1. Select the country where you have bought the device.
2. We will troubleshoot your device remotely and check its warranty status.
3. Attention! Customer Care will communicate in the language of the country where you bought the device.
4. Customer Care working hours match the business day in the country where you bought your device.



**5-15 minutes**

### YOUR REQUEST IS ACCEPTED!

The consultant will contact you after your request is processed.

### CONGRATULATIONS!

You can come to a sales point in your country to replace the device.

\* The call may be payable. Before calling please seek advice of your mobile services provider.

\*\*Attention! You will have to select the country where you bought the device. It would be possible to replace the device under warranty and in the countries where IQOS is present.