
Phone Unlocking

Temporary Unlock (5 mins)

- Tap "**Temporary Unlock**" in the app.
- Your phone will unlock for **5 minutes** to allow you to complete payment

Unlock After Payment

- Make your payment.
- If still locked, make sure you're connected to the internet.
- Tap "**Support**" → then "**Refresh**".
- Phone will unlock.

If Your Phone is Stolen

1. **Report to Watu Customer Care** immediately. WhatsApp: 0758399169 or call: 0800750228
2. Go to the **police station** and report the theft to get a loss report with the IMEI of the stolen phone
3. Send the loss report by
 - WhatsApp: 0758399169
 - Email: **customercare@watuafrika.co.TZ**
 - Visit a Watu office near you

Device Status After Theft

- The phone will be locked and cannot be used
 - A message on the screen: *"This device has been reported stolen. Please return it to any Watu Credit branch near you for a cash reward of 20,000TZS."*
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Replacement Process

To qualify for a replacement phone, you need to:

- ✓ Have reported the theft to Watu Customer Care or at a Watu office near you
- ✓ Make at least **10 full weekly payments**
- ✓ Pay a **smaller down payment** for replacement device
- ✗ No replacements for fully paid (matured) loans

Steps:

- Visit the nearest Watu office.
 - Select among the phones you will be shown at the office
 - A loan officer will register you and you can leave with your phone
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If the Phone is Recovered

Borrower Recovery:

- Contact us on WhatsApp : 0758399169, call us on 0800750228 or visit a Watu office near you
- We will restore your access to the phone.
- Loan restructuring applies.

Third-Party Recovery:

- If someone returns your phone:

- Their details are taken down.
 - Once we verify, the phone is returned to you.
 - We will restore your access to the phone.
 - Loan restructuring applies.
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Returning Your Device

- Visit a Watu office near you.
- An assessment is done on the phone condition.
- You may get a **partial refund** of your **down payment only**.

Note:

- Refund takes about **5 working days**.
 - Loan must **not be matured**.
 - Screen damage or missing accessories = **no refund or deductions**.
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Device Beyond Repair?

If your phone can't be fixed:

- Return it to Watu.
 - **To qualify for a replacement phone, you need to:**
 - ✓ Make at least **15 full weekly payments**
 - ✓ Pay a **smaller down payment** for replacement device
 - ✓ Get a replacement (not an upgrade)
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Service & Repairs

Need a repair?

- Visit a Samsung Accredited Service Centre (ASC), you will be given a **copy of a Samsung job card** after your device is booked.

Samsung Service Centers

| Region | Service Center | POC | Phone | Location |
|---------------|-------------------------|------------------|--------------------------|---|
| Arusha | Vodashop Sokoine Arusha | Twalib Hassan | 255763444442 | Arusha Sokoine |
| | E-Life System | Peter | 255746727159 | Dar-Es Salaam (Nasra Tower Kariakoo Gerezani) |
| | Fyntech Solution | Haroun | 255658105111 | Dar-Es Salaam (Samora J Mall) |
| Dar es Salaam | F&S Electronics | Judith | 255653133133 | Dar-Es Salaam (Mlimani City) |
| | Vodashop Mlimani City | Amon Pilimo | 255763444442 | Dar-Es Salaam (Mlimani City) |
| | Mediatech | Pragai | 255712078787 | Infinix building (Kariakoo) First floor |
| Dodoma | Dodoma Express | Mapanga | 255717444946 | Dodoma (Nyerere Square) |
| | Jolegam Investment | Kassan Kweka | 255654979643 | Safina roundabout. opposite Total and Samsung |
| | Vodashop Dodoma | Athumani Omary | 255763444442 | Dodoma (Nyerere Square) |
| Mbeya | VodaShop Mbeya | Ahmed Masoud | 255763444442 | Mbeya |
| Mwanza | E-Life System | Yonnie Rugangira | 0677123222 0677123045 | Mwanza (Rock City Mall) |
| | Voda Shop | Mohammed | 255763444442 | Mwanza Posta |
| Songea | Voda Shop | Nassibu Chuma | 255763444442 | Songea (Close to Tanesco) |
| Zanzibar | Voda shop | Yusuph Juma | 255763444442 | Muzammil Center Mlandege Zanzibar |

Warranty Info

In Warranty:

✓ Defects arise due to a defective part of the device from the factory (e.g. speaker or mic problems). Repair cost is taken up by Samsung.

Out of Warranty:

✗ Damage caused by the user (e.g. cracked screen). Repair cost is taken up by the customer.

Important:

- Third-party repairs **void the warranty**.
 - Only use a Samsung Accredited Service Centre (ASC).
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