
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
- Make xxx amount for your phone to unlock - (pull data from back end)

Unlock After Payment

- Tap "**Support**" → then "**Refresh Account Status**". (Consult if we can have a pop up with the action)
- Phone will unlock.

If Your Phone is Stolen

1. **Report to Watu Customer Care** immediately. WhatsApp: **0757555111** or call: 0800 722 245
2. Watu will lock the phone to stop misuse.
3. Go to the **police station** and report the theft.
4. Get a **police abstract**.
5. Send the abstract by WhatsApp: **0757555111**, email: **customercare@watuafrika.co.ke** or visit a Watu office near you
6. Wait at least 2 weeks to see if the device will be recovered by the police or 3rd party.

After 2 weeks:

- If you sent a WhatsApp or email: **Follow up with us on WhatsApp**
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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 Ksh 1000."*
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Replacement Process

To qualify for a replacement phone, you need to:

- ✓ Make at least **10 full weekly payments**
- ✓ Pay a **smaller down payment** for replacement device
- ✓ Loan balance must be **above 8,000**
- ✗ No replacements for fully paid (matured) loans

Steps:

- Visit the nearest Watu office. 2 week waiting period. Must have reported stolen phone
 - A replacement ticket is created.
 - If approved, you get a replacement phone.
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If the Phone is Recovered

Borrower Recovery:

- WhatsApp : **0757555111** or visit a Watu office near you
- We will restore your access to the phone.

- Make daily payments, including the days when device was missing

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.
- A **return ticket** is created.
- An assessment is done on the phone condition.
- You may get a **partial refund** of your **down payment only**.

Note:

- Refund takes about **3 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 **10 full weekly payments**
 - ✓ Pay a **smaller down payment** for replacement device
 - ✓ Get a replacement (not an upgrade)

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.

Nairobi	Joan & Wills Nairobi - Vision Plaza, Mombasa Road Contact: 0738121200
	Fones Direct Ltd. Westlands - Amee Arcade, Westlands Contact: 0720628628
	Galaxy Mobiles and Accessories - Nairobi CBD, JKUAT Towers Contact: 0706244282
	Jaicom Nairobi - Maral Oasis Building, Rose Avenue Contact: 0722550082
Mombasa	County Connect Nyali - City Mall, Nyali Contact: 0111610102

	Finecom Service Center Limited - Giwajee building, Digo Road Contact: 0715958613
	County Connect Digo - Haroon Building, Digo Road Contact: 0111610102/0758529866
Nyeri	Joan and Wills Nyeri - Nyeri Business Complex, next to Safaricom Contact: 0718588062
Meru	Joan and Wills Meru - Sarah Plaza, main stage next to Mathai Supermarket Contact: 0796660103
Eldoret	Panna Music Eldoret - Kenyatta Street opposite Telkom Contact: 0712133135
Kisumu	Kenshop Supermarket Ltd. Samsung Service Centre - Oginga Odinga Street, Opposite National Bank, Next to Imperial Express Hotel Kisumu Contact: 0733637733
Kakamega	Samsung Smart Things Executive Stores Kakamega - Cathedral Mall Contact: 0703222101

Nakuru	Tricom Technologies Limited Nakuru 3rd Floor, Masters Plaza,Kenyatta Avenue,Nakuru Town Centre. Contact: 0720002044
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- Visit our Watu branch or outlet in our dealers with a Watu officer you will be given a **copy Watu Jobcard**
- Follow up after **2 weeks**.
- Collect your phone within **30 days** once notified that it is ready. Failure to which, the device shall be considered as surrendered to Watu.

Can't afford full repair?

- You may qualify to pay **30% only** (if eligible).
- **Additional payment** to the 30% will be required based on arrears amount
- Watu will pay the full amount to the service center, and amount will be added to your loan
- WhatsApp us on **0757555111** to find out if you are eligible

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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