

## Manufacturer Contact Details

Joachim Ulbrich - 2024-10-15 - Product support

Within the respective warranty period of the selected manufacturer, you can handle complaints and damage covered by the respective warranty conditions directly with the corresponding customer support. Experience has shown that this is the quickest way to process claims.

We are also happy to help with the processing of warranty claims. Due to several shipping routes, this usually results in a longer processing time of 4-6 working days.

Below you will find all the contact information for manufacturers that we have offered as part of the Employee PC Programme. We endeavour to keep all manufacturer and service partner contact details up to date. Should you discover a change during processing, please let us know.

<b>Manufacturer</b>	<b>Service Contact</b>	<b>Details</b>
<b>Acer</b>	<b>Acer Support Hotline</b> <a href="#">Supportseite des Herstellers</a>	Serial number-dependent individual warranty period check with the manufacturer.
<b>AOC</b>	<b>AOC Support Hotline</b> Tel: +49 4030187700 <a href="#">Supportseite des Herstellers</a>	

Manufacturer	Service Contact	Details
Apple	<p><b>Apple Support Hotline:</b> Tel: 0800-6645-451 <a href="#">Supportseite des Herstellers</a> <b>Smart Support</b> Telefon: +49 40 790273273-0 Telefax: +49 40 790 273 273 73 <a href="#">[email protected]</a> Nutzen Sie das <a href="#">Smart Support-Onlineformular</a>, um Reparaturanfragen zu stellen und kostenlose Einsendelabels zu erhalten.</p>	<p><b>Apple iPad &amp; iPhone device/mobile protection (Service Packet Basis, Plus, Premium)</b> As part of the MPP, Apple devices can be equipped with an additional BYTECLUB device or mobile protection (Basis, Plus, Premium) to be purchased with your order. BYTECLUB GmbH is an authorised service partner of Apple. Claims are handled exclusively by Smart Support GmbH.</p> <p><b>Apple iPad &amp; iPhone warranty extension:</b></p> <ul style="list-style-type: none"> <li>• 24 months manufacturer's warranty</li> <li>• dedicom automatically takes over the registration with BYTECLUB</li> </ul> <p><b>BYTECLUB warranty extension for PC and notebook to 36 months (for orders from 01.10.2018):</b></p> <ul style="list-style-type: none"> <li>• Claims adjuster Smartsupport</li> <li>• Warranty extension to 36 months</li> <li>• dedicom automatically takes over the registration with BYTECLUB</li> </ul>
Asus	<p><b>Asus Support Hotline</b> Tel: +49 2102 578 95 57 <a href="#">Supportseite des Herstellers</a></p>	
Belkin	<p><b>Belkin Support Hotline</b> Tel: 069 99 99 15682 Montag - Freitag: 12:00 - 20:00 Uhr <a href="#">Supportseite des Herstellers</a></p>	
Bose	<p><b>Bose Support Hotline</b> Tel: 069-667786790 <a href="#">Supportseite des Herstellers</a></p>	

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Buffalo	<b>Buffalo Support Hotline</b> Tel: 01806000024* <a href="#">Supportseite des Herstellers</a>	
Canon	<b>Canon Support Hotline</b> Tel: 069 - 29 99 36 80 <a href="#">Supportseite des Herstellers</a>	
CAT	<b>CAT Support Hotline</b> Tel: +49 234 978 49027 Montag - Freitag: 9:00-17:00 Uhr <a href="#">[email protected]</a> <a href="#">Supportseite des Herstellers</a>	
CCM	<b>CCM Support Hotline</b> Tel: +49 (0) 2206 / 938590-0 Fax: +49 (0) 2206 / 938590-99 E-Mail: <a href="#">[email protected]</a> <a href="#">Supportseite des Herstellers</a>	
Cherry	Service Nummer: +49 9643 2061-100  <a href="#">Supportseite des Herstellers</a>	
Contour	<b>Contour Design Support Hotline</b> Tel: +49 921/97033042 E-Mail: <a href="#">[email protected]</a> <a href="#">Supportseite des Herstellers</a>	Manufacturer's warranty period: 24 months
Dell	<b>Dell Abhol- und Reparaturservice</b> Tel: 0699 792 7230 <a href="#">Supportseite des Herstellers</a>	Please have your service tag number or express service code to hand
Dynabook Europe GmbH	<b>Dynabook Business Laptops &amp; Accessories Support Centre</b> Tel: 02131-5240 400 <a href="#">Supportseite des Herstellers</a> <a href="#">[email protected]</a>	
Eaton	<b>Eaton Support Hotline</b> Tel: 069 - 517 09 895	

Manufacturer	Service Contact	Details
Eizo	<p><b>Fünf-Jahres-Garantie inkl. Vor-Ort-Austauschservice</b>  <a href="#">Reparatur-Serviceseite des Herstellers</a>  <b>Der EIZO Vor-Ort-Austauschservice erfolgt:</b>            UNISERV GmbH            Oststraße 71            22844 Norderstedt  <b>Eizo Support Hotline:</b>            0800 3496737            Servicezeiten:            Mo. bis Fr. 8.00 bis 16.30 Uhr  <a href="#">Supportseite des Herstellers</a></p>	
Epos-Sennheiser	<p><b>Epos-Sennheiser Support Hotline</b>  <a href="#">Supportseite des Herstellers</a></p>	<p>Manufacturer's warranty period: 24 months</p>
EPOS Gaming	<p><b>EPOS Germany GmbH</b>  <a href="#">Supportseite des Herstellers</a></p>	<p>Manufacturer's warranty period: 24 months</p>
Epson	<p><b>Epson Support Hotline</b>            Tel.: +49 21188 24 77 10  <a href="#">Supportseite des Herstellers</a></p>	
FAIRPHONE	<p><b>FAIRPHONE Support Hotline</b>            Tel: +31 20 788 4400  <a href="#">Supportseite des Herstellers</a></p>	
Fujitsu	<p><b>Fujitsu Technology Solutions GmbH</b>            Tel: 089 3564 80 401  <a href="#">Supportseite des Herstellers</a>            Mo-Fr 08:00 - 18:00 Uhr</p>	
Garmin	<p><b>Garmin Support Hotline</b>  <a href="#">Supportseite des Herstellers</a></p>	
Google	<p><b>Google Support Hotline</b>            Tel: +49 (0)40-80-81-79-000  <a href="#">[email protected]</a>  <a href="#">Supportseite des Herstellers</a></p>	
HP	<p><b>Hewlett Packard Support Hotline</b>            Tel: 069 - 380789060  <a href="#">Supportseite des Herstellers</a></p>	
HONOR	<p><b>Honor Hotline-Support</b>            Tel: 08005893722            Montag bis Freitag 09:00 - 18:00 Uhr  <a href="#">Supportseite des Herstellers</a></p>	
htc	<p><b>htc Support Hotline</b>  <a href="#">Supportseite des Herstellers</a></p>	

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Huawei	<b>Huawei Support Hotline</b> Tel: 0800 77 886633 <a href="#">Supportseite des Herstellers</a>	
Iiyama	<b>Iiyama Support Hotline</b> Tel: 08165-9804450* <a href="#">Supportseite des Herstellers</a> <a href="#">Serviceformular des Herstellers</a>	
Jabra	<b>Jabra Support Hotline</b> Tel: 0800-180-8999 <a href="#">Supportseite des Herstellers</a>	
JBL	<b>JBL Support Hotline</b> Tel: +49 3022957806 <a href="#">Supportseite des Herstellers</a>	
Kingston	<b>Kingston Support Hotline</b> <a href="#">Supportseite des Herstellers</a>	
Lenovo	<b>Lenovo Support Hotline</b> Tel: 0201 220 99 888 <a href="#">Supportseite des Herstellers</a>	
LG	<b>LG Support Hotline</b> Tel: 0800 45 444 45 <a href="#">Supportseite des Herstellers</a>	LG Displays
Meta	<b>Meta Support</b> <a href="#">Supportseite des Herstellers</a>	
Microsoft	<b>Microsoft Hardware</b> Tel: 01806 67 22 55* <a href="#">Supportseite des Herstellers</a>	Erweiterter Serviceplan Registrieren Sie hier Ihr <a href="#">Surface</a>
Motorola	<b>Motorola Smartphone Support</b> Tel.: 0800 6686 3328 <a href="#">Supportseite des Herstellers</a>	
MSI	<b>MSI Support Hotline</b> Tel: 069 408 93 120 <a href="#">Pick Up and Return</a> <a href="#">Technischer Support</a> <a href="#">[email protected]</a> (keine techn. Anfragen) <a href="#">Supportseite des Herstellers</a>	Garantiezeiten für Zubehör (Akku) 12 Monate.
NETGEAR	<b>NETGEAR Support Hotline</b> Tel: 01806 90 59 59 <a href="#">Supportseite des Herstellers</a>	
nevox	<b>nevox Support Hotline</b> Tel: +49 5251 / 88 99 00 <a href="#">[email protected]</a> <a href="#">Supportseite des Herstellers</a>	

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OnePlus	<b>OnePlus Support Hotline</b> Tel: 0800-100 6293 Montag - Freitag 9 - 17 Uhr <a href="#">Supportseite des Herstellers</a>	
OPPO	<b>OPPO Support Hotline</b> Tel: 0800-0007900 Montag - Freitag 9 - 18 Uhr <a href="#">Supportseite des Herstellers</a>	
Philips	<b>Philips Support Hotline</b> Tel: (+49) 4030 187 122 <a href="#">Supportseite des Herstellers</a>	
QNAP	<b>QNAP Support Hotline</b> Tel: 0900-1845678* <a href="#">Supportseite des Herstellers</a>	
RugGear	<b>RugGear Support Hotline</b> Tel: +49 9343 601 48 - 40 <a href="#">[email protected]</a> <a href="#">Supportseite des Herstellers</a>	
Razer	<b>Razer Support Hotline</b> <a href="#">Supportseite des Herstellers</a>	Manufacturer's warranty period: Notebooks 24 months
R-Go Tools	<b>R-Go Tools Support Hotline</b> Tel: +31 (0)345 758 000 <a href="#">[email protected]</a> <a href="#">Supportseite des Herstellers</a>	
Samsung	<b>Samsung Support direkt:</b> <a href="#">Supportseite des Herstellers</a> <b>Smart Support</b> Telefon: +49 40 790273273-0 Telefax: +49 40 790 273 273 73 <a href="#">[email protected]</a> Nutzen Sie das <a href="#">Smart Support-Onlineformular</a> , um Reparaturanfragen zu stellen und kostenlose Einsendelabels zu erhalten.	GaManufacturer's warranty period: Smartphones: 24 month Tablets: 24 month Smartwatches: 24 month Other Wearables (Galaxy Buds): 12 month Accessories: between 3 and 12 months (details) Notebooks: 24 month Monitore: 36 month
SanDisk	Siehe Supportinformationen Western Digital	
Seagate	<b>Seagate Support Hotline</b> Tel: 0800 724 19 23 <a href="#">Supportseite des Herstellers</a>	Serial number-dependent individual warranty period check with the manufacturer.

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<b>Sennheiser</b>	<b>Sennheiser Support Hotline</b> Tel: 039203/72787 <a href="#">Supportseite des Herstellers</a>	
<b>Skross</b>	<b>Skross Support Hotline</b> Montag bis Freitag: 08:30 - 11:30 Uhr Tel: +41 71 737 97 60 <a href="#">Supportseite des Herstellers</a>	
<b>Sony</b>	<b>Sony Support Hotline</b> Tel: +49 (0) 69 / 950 86 31 9 Montag bis Freitag: 09:00 - 18:00 Uhr <a href="#">Supportseite des Herstellers</a>	
<b>Synology</b>	<b>Synology Support Hotline</b> Tel: 0211 966 69666 <a href="#">Supportseite des Herstellers</a>	
<b>Viewsonic</b>	<b>Viewsonic Technischer Support</b> Tel: +49 800 1817145 <a href="#">Supportseite des Herstellers</a>	
<b>Wacom</b>	<b>Wacom Support Callcenter</b> Tel.: +49 69 66 30 82 00 <a href="#">Supportseite des Herstellers</a>	
<b>Western Digital</b>	<b>Western Digital Support:</b> <ul style="list-style-type: none"> <li>• <a href="#">Supportportal</a></li> <li>• <a href="#">Überprüfung des Garantie/RMA Anspruchs</a></li> </ul> Telefonsupport: 00800- 27549338 Mo-Do 09:00 - 19:00 Uhr Fr 09:00 - 17:00 Uhr	
<b>Xiaomi</b>	<b>Xiaomi Support Hotline</b> Montag - Freitag: 08:00 - 20:00 Uhr Samstag: 09:00 - 18:00 Uhr Tel: 0800 - 223 11 44 <a href="#">[email protected]</a> <a href="#">Supportseite des Herstellers</a>	
<b>Xplora</b>	<b>Xplora Support</b> <a href="#">Supportseite des Herstellers</a>	
<b>Xtorm</b>	<b>Xtorm Support</b> Tel: +31(0)306354800 <a href="#">Supportseite des Herstellers</a>	Dutch contact page only

\* Please note that this is a chargeable telephone number. For the amount of the costs, please enquire on the website of the respective manufacturer.