

24 hours service delivery

We are committed to provide an uninterrupted digital lifestyle to our customers with service delivery as fast as 24 hours. The terms of service are detailed below for your reference:

1. Service requests must be filed through any of the following means:
 - Message to our Facebook at **bolttch Device Protection Philippines**
 - Customer Service portal at **sr.bolttch.asia**
 - Email to **customerservice@bolttch.ph**
 - Call our hotline **+632 8464 3488** or Toll Free **1-800-188-801-08** or Smart: **0939-405-7718**; or **Globe: 0945-601-3601**
2. Our customer service team will contact you for verification **within two (2) hours** from the receipt of the service request.
3. Service requests must be submitted from **Monday to Friday between 9:00 am to 5:00 pm**. Service requests received after 5:00 pm or during weekends and public holidays shall be processed on the next business day.
4. Customers will be entitled to a **one-time full refund equivalent to the amount paid for the repair service plan** if bolttch fails to deliver the service **within 24 hours from the time of verification of the service request**, as validated from the bolttch system time stamp.
5. The refund shall be given through an electronic bank-to-bank fund transfer*, the amount of which shall be determined solely by bolttch. No refund shall be given to the customer when service guarantee is not met due to the fault or negligence on the part of the customer or **force majeure event****.

This service guarantee shall be applicable only when the service request is performed within the cities and municipalities as stated below:

- | | | |
|-------------|---------------|-----------------------------|
| ▪ Las Pinas | ▪ Mandaluyong | ▪ Paranaque |
| ▪ Manila | ▪ Muntinlupa | ▪ Quezon City |
| ▪ Makati | ▪ Pasay | ▪ Cainta, Province of Rizal |

* The client will be required to provide his/her Philippine-based bank account details.

** Force majeure means any event affecting the performance of the commitment arising from or attributable to acts, events, omissions or accidents which are beyond the reasonable control of bolttch, such as any abnormally inclement weather, flood, earthquake, epidemic or other natural physical disaster, war, riot, terrorist action, civil commotion, and any legislation/regulation/ruling issued by government authority (including a judicial body) in the Philippines which prohibits the performance of this commitment.