

# Frequently asked questions

## What are the advantages of a Bea-fon device?

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There are many advantages to a Bea-fon device!

In general our products are user friendly, they are of high quality, they are innovative, they have an ergonomic and stylish design and have clever functionalities. Above all, they are tailored to your needs and wishes!

The functions vary per device.

All our mobile phones are equipped with an SOS button which, with one press of a button, get you help if needed. Our mobile phones are hearing aid friendly, have a large display and large buttons.

For specific details of each phone please visit our website: [www.beafon.com](http://www.beafon.com) > Products and click on the image of the device. If you also want more (technical) information about the device choose in the product section the "datasheet".

## Where is the nearest selling point?

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You can find the nearest shop on our website. Go to [www.beafon.com](http://www.beafon.com) > Customer Care and click on *Selling point*. You can then enter your zipcode or City to search.

## How can I reach the customer service?

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Currently you can only contact us via the contact form on our website. Go to [www.beafon.com](http://www.beafon.com) > Contact and then click on *Contact form*. Fill out the form and send it to us. We strive to answer your question within 3 weekdays.

## What is the warranty period of my phone / battery?

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On your phone you have a 24 months warranty –period from date of purchase.

On your battery you have a 6 months warranty-period from date of purchase.

Please read carefully the warranty terms and conditions in the user manual of your mobile phone. If anything is wrong with your phone, please take the phone and the original invoice back to the store where you purchased it. They will help you.

## Are already accessories available?

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Not at the moment. Once we have accessories, e.g. carkit of protective cases, this information will be available on this website. So check regularly [www.beafon.com](http://www.beafon.com) > News for the latest updates.

## Is there a Bluetooth functionality on the phones?

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Currently we have no bluetooth devices. Our development department is working hard on a device in which this functionality will be included. Keep an eye on our website for the latest updates!

## Are the Bea-fon device SIM lock free?

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Yes, all the Bea-fon devices are SIM lock free.

## Warning!

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This applies to all Bea-fon phones: Do not look directly into the beam when the torchlight is on!