



COMMUNIQUÉ:

POSITIVO BGH LAPTOP MAINTENANCE AND REPAIR SERVICES

On 21st October, 2019, five (5) maintenance and repair centers for all Positivo BGH branded laptops have been opened across the country. Those repair centers are located within the Integrated Regional Polytechnic Centers (IPRCs) and can be contacted through the phone numbers below:

Repair Center location	Contacts
IPRC Kigali	0788594359 / 0788785686
IPRC Huye	0788600373 / 0788600373
IPRC Tumba (Musanze Satellite)	0788813343 / 0788555519
IPRC Ngoma	0788411507 / 0788618100
IPRC Karongi	0788884077 / 0788440204

If you need assistance from the repair centers, below is the process to follow:

1. Call to Toll-Free number 1033 (technical service) or to any Repair Center to get informed on which steps to take;
2. In case your laptop is under warranty, follow the instructions indicated by the technical service according to the Positivo BGH policy;
3. If your laptop is out of warranty, take the laptop to the nearest IPRC repair center;
4. After recording the laptop's identification and the owner's contact details, the Repair Center will conduct a quick diagnosis to determine if the laptop is still or not under warranty;
5. In case the laptop is out of warranty, the Repair Center will receive the laptop and in not more than five (5) working days, will determine and inform to the owner about the actual defect, providing a quotation for the repair;

6. Special notice, the following services will be offered for free in this period up to 12th December 2019:

- Laptop diagnosis
- Fixing of software related issues
- Small spare parts replacements (limited to availability of stock), and
- Other repairs which do not include replacement of spare parts/hardware and limited to the availability of stock.

7. The owner of the laptop is responsible for taking to and picking it from the Repair Center.

N.B.: In case of theft, the device owner is advised to contact the nearest Police station and follow the procedure

VC, Rwanda Polytechnic:

CEO, POSITIVO BGH Rwanda:



The stamp features a central emblem with a book, a gear, and a sun, surrounded by the text "RWANDA POLYTECHNIC - RP" and "UNIVERSITY OF TECHNOLOGY AND INNOVATION".



The stamp contains the text: "PBG RWANDA LTD", "TIN: 103447151", "Centre Economic Zone", and "Kigali 5, Rwanda".