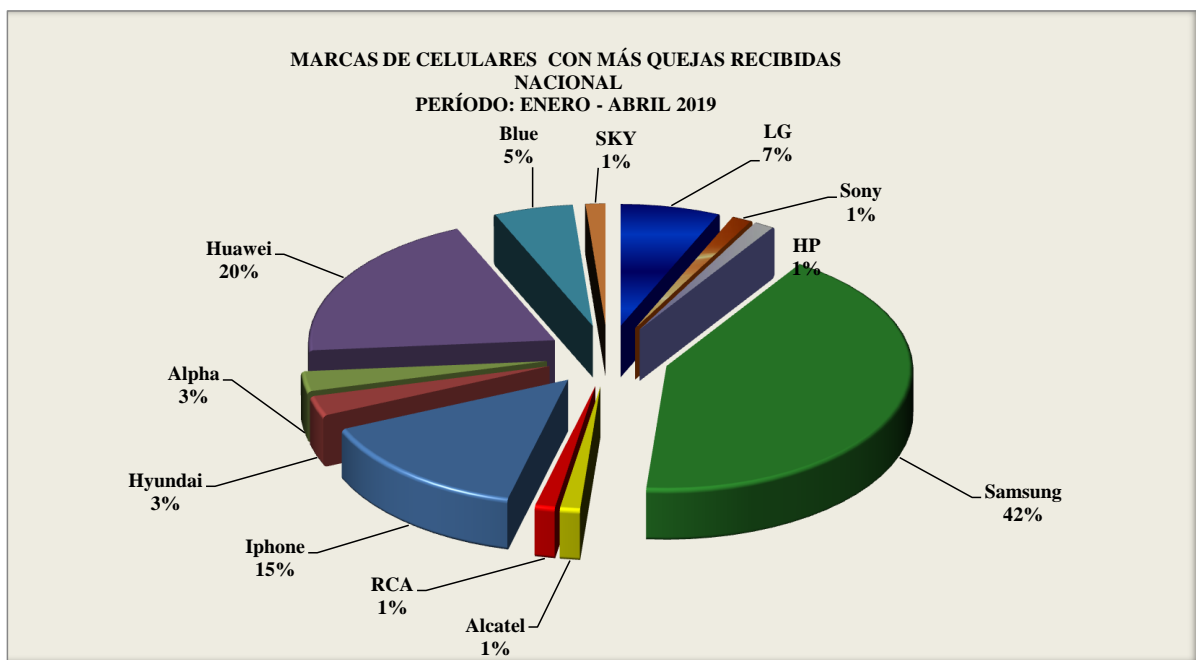


**MARCAS DE CELULARES CON MÁS QUEJAS RECIBIDAS
NACIONAL
PERÍODO: ENERO - ABRIL 2019**

Última Act. 20/05/19 Próxima 20/06/19

| MARCA | MOTIVO | | | | | | | | TOTAL DE QUEJAS |
|---------|----------------------------|----------------|----------------------------|----------------|----------------------|------------------|----------------------|------------------------|-----------------|
| | Incumplimiento de garantía | Cobro indebido | Incumplimiento de servicio | Venta engañosa | Devolución de dinero | Custodia de bien | Falta de información | Resolución de contrato | |
| LG | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 |
| Sony | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| HP | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Samsung | 19 | 1 | 5 | 1 | 0 | 4 | 2 | 0 | 32 |
| Alcatel | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| RCA | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Iphone | 8 | 0 | 0 | 0 | 0 | 2 | 1 | 0 | 11 |
| Hyundai | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Alpha | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| Huawei | 9 | 0 | 0 | 0 | 1 | 1 | 4 | 0 | 15 |
| Blue | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 |
| SKY | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |

Fuente: ACODECO



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