Customer website guide

NYXEL Phone website guide

This guide shows, screen by screen, how to buy a phone, get it repaired, sell your old one and track your request on the NYXEL Phone website. The screenshots come from the English version of the site.

NYXEL Phone · Boulevard Moulay Thami, Arrahma · Dar Bouazza, Casablanca November 2026

Contents

1 Getting around

2 Finding a phone

3 Ordering

4 Selling or trading in your phone

5 Getting a repair

6 Tracking your request

7 My account

8 Loyalty club

9 Leaving a review

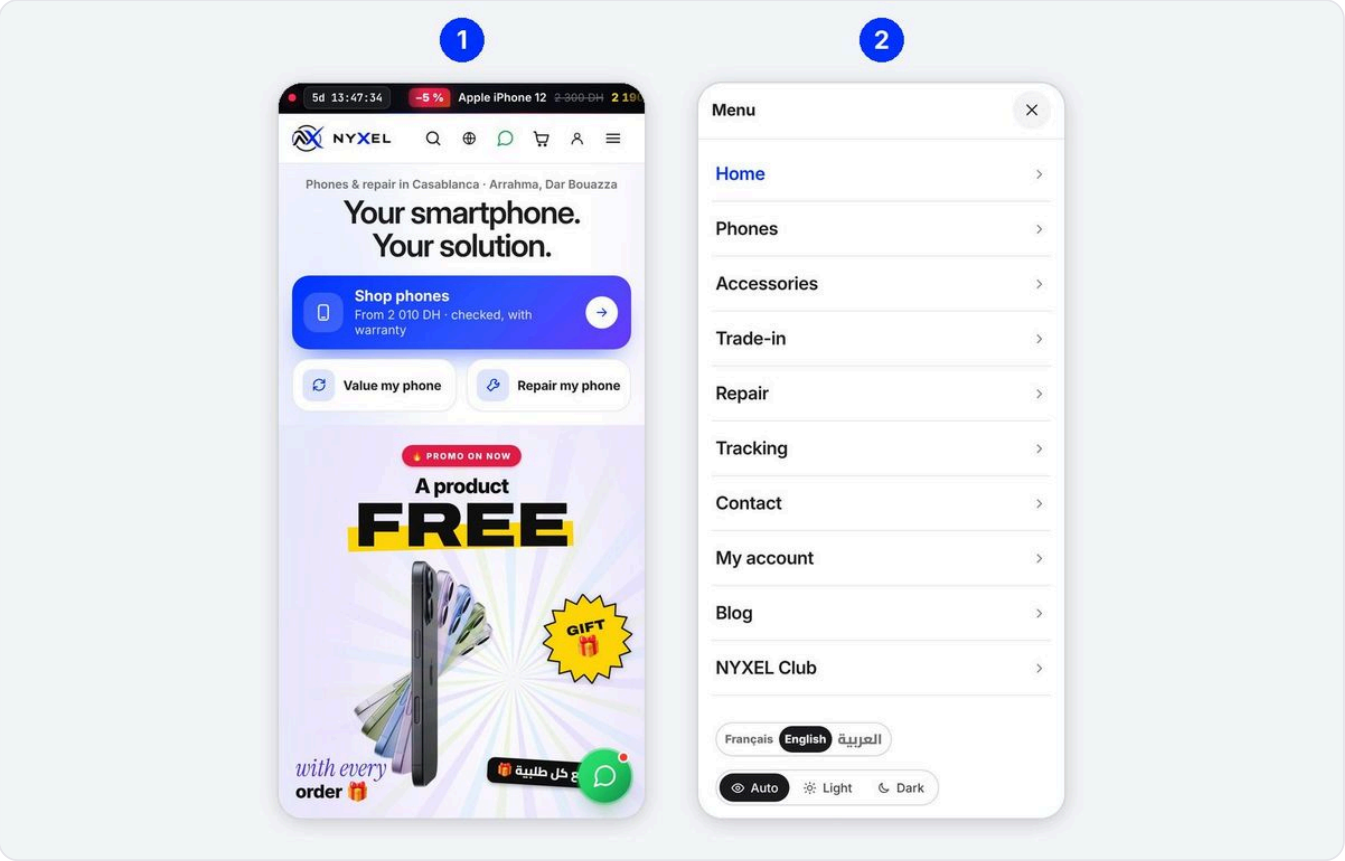
10 Checking a NYXEL certificate

11 Contact, opening hours, buying guide and blog

12 FAQ and safety

1. Getting around

Everything works from your phone, with no app to install: open the site address in your browser.



The home page (1) and the menu with the language choice (2)

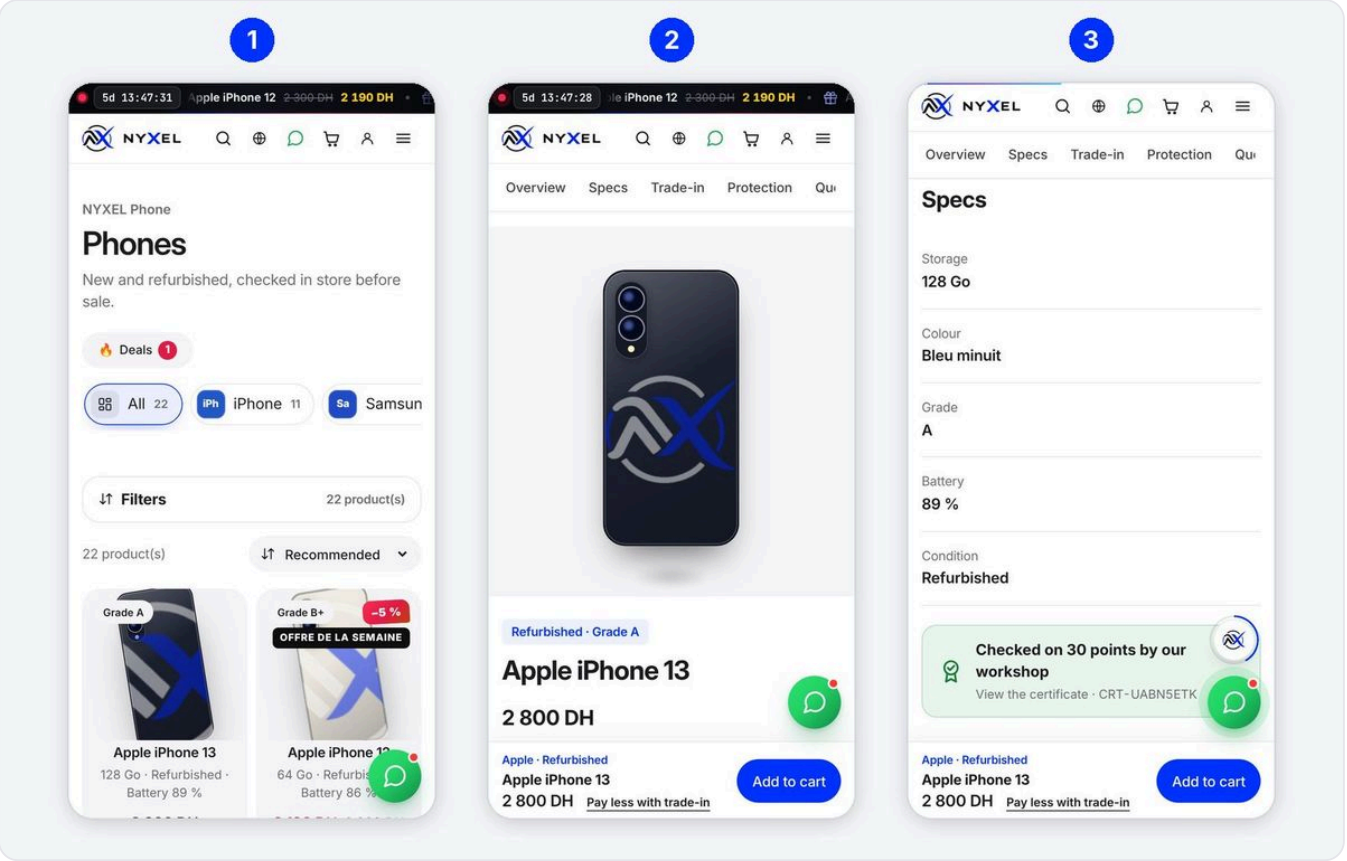
1. **The home page** offers three shortcuts: *Shop phones*, *Value my phone* (trade-in) and *Repair my phone*.
2. **The menu** (☰ at the top right) leads to every page. At the bottom, choose the **language** (Français, English, العربية) and **Light or Dark** display.

Icon	What it does
Magnifier	Search a model (“iPhone 13”, “S23”…)
Globe	Change language
Green bubble	Message the shop on WhatsApp
Cart	See your cart
Person	My account

> **Tip**: the green WhatsApp bubble stays at the bottom of every page. A question? Tap it and a real advisor replies.

2. Finding a phone

Every phone shown is really in the shop, with its price, condition and battery health.



The catalogue (1), a phone page (2) and its specs (3)

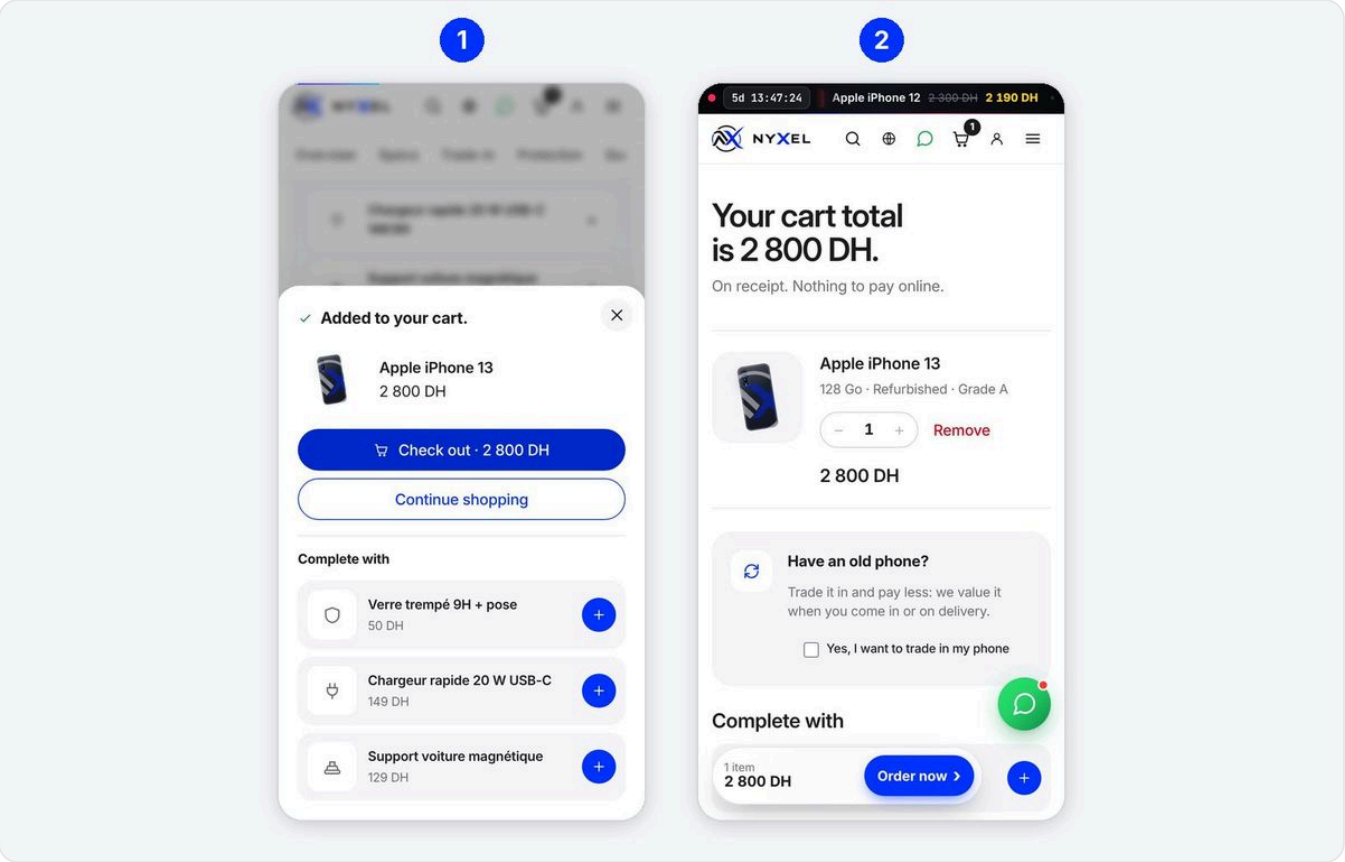
1. **The catalogue** (*Phones* in the menu): tap a brand (iPhone, Samsung…) or *Deals*, then *Filters* to choose budget, storage or condition. *Recommended* sorts by price.
2. **The phone page**: photos (or a 3D view you turn with your finger), price, condition and grade. The blue *Add to cart* button always stays at the bottom of the screen.
3. **Specs**: storage, colour, grade, **battery %** and condition. The green box *Checked on 30 points by our workshop* opens the phone's inspection certificate (section 10).

Word	Meaning
New	Never used, in its box
Refurbished / used	Previously used, checked and cleaned by the NYXEL workshop
Grade A+, A, B+, B	Outside look: A+ like new, B visible signs of use
Battery 89 %	Remaining battery capacity compared with a new one

Pay less with trade-in: under the price, this link shows how much your old phone takes off (section 4).

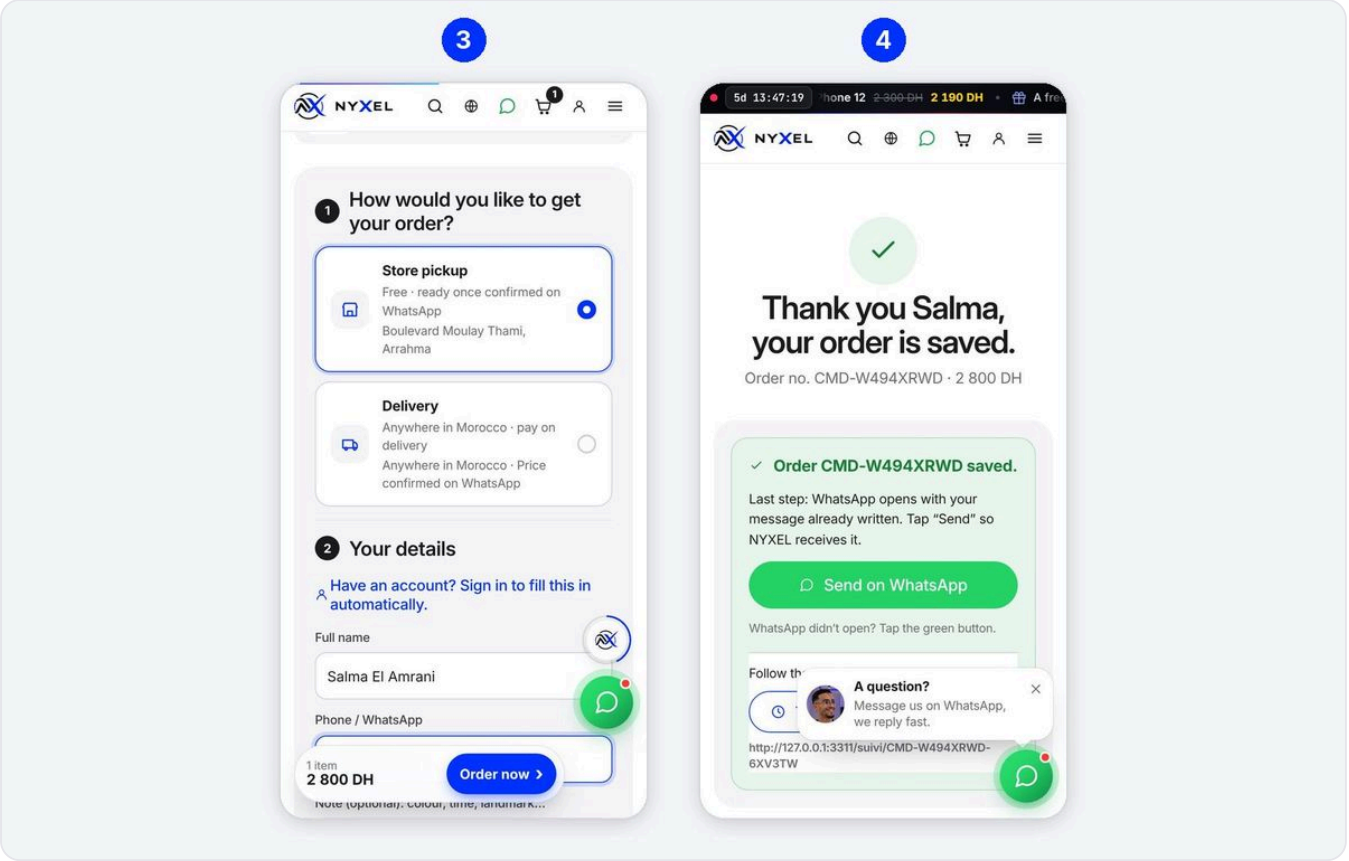
3. Ordering

Nothing to pay online: you pay on receipt, in the shop or to the courier. The order is confirmed with you on WhatsApp.



Item added (1) and cart (2)

1. Tap **Add to cart**. A window confirms it and suggests useful accessories (screen protector, charger…): tap **+** to add one, or **Check out** to continue.
2. **The cart** shows the total. Change the quantity (– / +) or **Remove** an item. Have an old phone? Tick *Yes, I want to trade in my phone*: it is valued when you come in or on delivery, and its value is deducted. Then tap **Order now**.



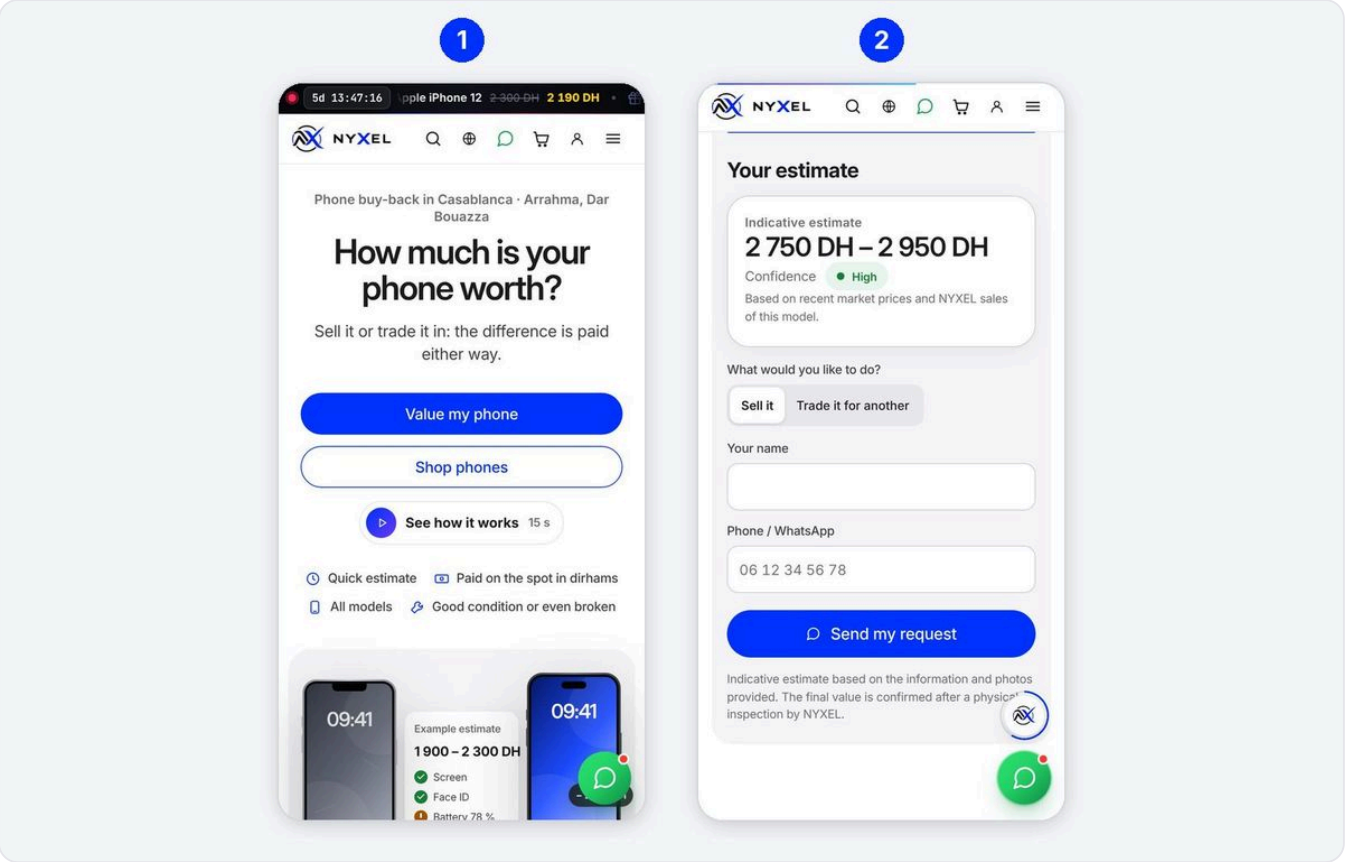
The form (3) and the confirmation (4)

3. **How would you like to get your order?** *Store pickup*: free, ready once confirmed on WhatsApp, Boulevard Moulay Thami, Arrahma. *Delivery*: anywhere in Morocco, pay on delivery, delivery price confirmed on WhatsApp. Then fill in **Your details**: full name, phone number (your WhatsApp number) and, for delivery, the address.
4. **Confirmation**: the site shows your order number (e.g. *CMD-W494XRWD*). **Last step**: tap *Send on WhatsApp*. WhatsApp opens with your message already written; tap **Send** so NYXEL receives it.

Keep your order number: it is used for tracking (section 6). Already have an account? *Sign in* at the top of the form and your details fill in automatically.

4. Selling or trading in your phone

In one minute the site values your phone from real market prices, so you know what it is worth before coming in.



The Trade-in page (1) and the estimate (2)

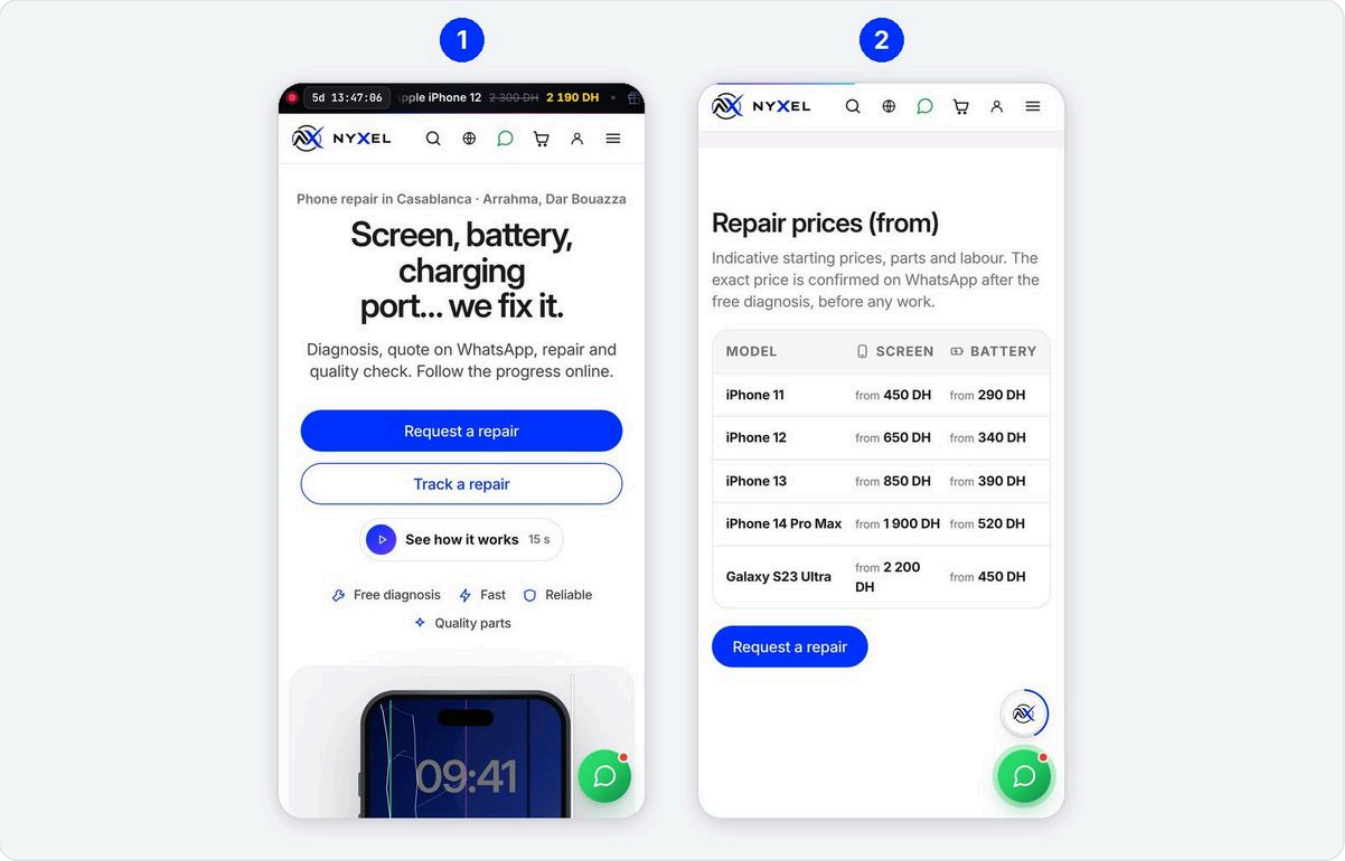
1. Open **Trade-in** in the menu, then **Value my phone**. Answer the questions one by one: brand, model, storage, condition of the screen, body and battery. *See how it works* plays a 15-second animation.
2. **Your estimate** appears (e.g. *2 750 – 2 950 DH*, confidence *High*). Choose *Sell it* or *Trade it for another*, enter your name and WhatsApp number, then **Send my request**. WhatsApp opens with the request and its number (*EST-…*): tap Send.

In the shop, the phone is checked in front of you (IMEI, iCloud or Google account removed, screen, battery) and the final price is confirmed. You are paid on the spot, or the value is deducted from the phone you take.

> **Before coming**: back up your data, sign out of iCloud or Google and bring the charger if you have it. Broken phones are taken too, at a suitable price.

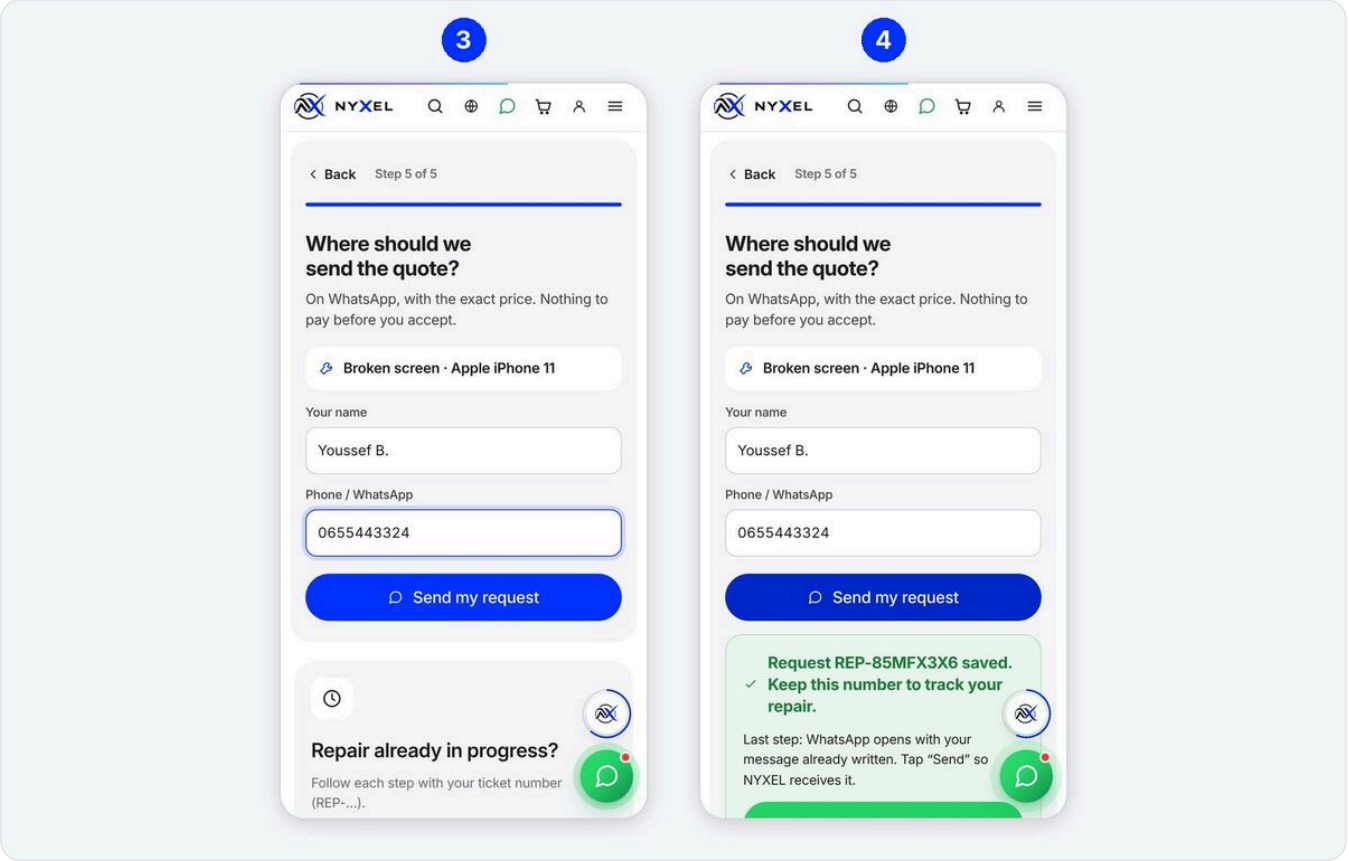
5. Getting a repair

Diagnosis is free and nothing is repaired until you agree to the price.



The Repair page (1) and the indicative prices (2)

1. Open **Repair** in the menu, then **Request a repair**.
2. The **Repair prices (from)** table gives a first idea for the screen and battery of each model. The exact price is confirmed on WhatsApp after diagnosis.



The form (3) and the saved request (4)

3. Answer the 5 steps: the fault (broken screen, battery, charging, water...), the brand, the model, a few words about the problem and when you will come, then **your name and WhatsApp number**. Tap **Send my request**.
4. The request gets a number (e.g. *REP-85MFX3X6*). **Keep it**: it is used to track the repair. Tap *Send on WhatsApp*, then **Send** in WhatsApp.

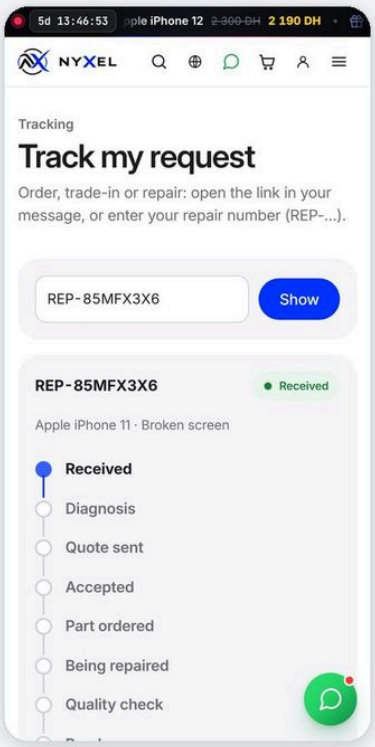
What happens next

1. You drop the phone off at the shop.
2. NYXEL runs the diagnosis and sends you the **quote** on WhatsApp.
3. You accept: the part is ordered if needed, then the phone is repaired and checked.
4. A WhatsApp message tells you when it is **ready**. You pay on collection, after trying the phone.

Repairs come with a warranty: it is written on your ticket and can be sent to you as a PDF certificate.

6. Tracking your request

Tracking shows live where your repair, order or trade-in stands, without having to call.



Tracking a repair

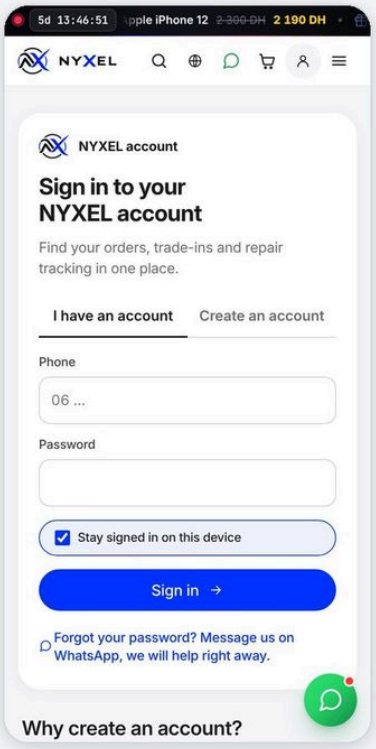
- **Easiest**: open the link you received on WhatsApp; it goes straight to your tracking page.
- **Otherwise**: menu › **Tracking**, type your repair number (*REP-...*) and tap **Show**. For an order (*CMD-...*) or a trade-in (*EST-...*), use the link you received: it contains a key that protects your information.

Step	What happens
Received	Your request has reached the shop
Diagnosis	The technician looks for the fault (free)
Quote sent	The price is sent to you on WhatsApp
Accepted	You said yes to the quote
Part ordered	The part is on its way (if not in stock)
Being repaired	The phone is on the bench
Quality check	Everything is tested after the repair
Ready	You can come and collect it
Delivered	Collected and paid

At the key steps (quote, ready), the shop also sends you a WhatsApp message with the tracking link.

7. My account

An account is optional: you can order without one. It keeps the history of your orders, trade-ins and repairs and gives access to the loyalty card.



Signing in or creating an account

Create an account (person icon › *Create an account* tab):

1. Enter your first and last name, your WhatsApp number, an email if you like, and a password (at least 8 characters).
2. Tick the consent box for keeping your information, then create the account. A short anti-robot check runs by itself while you fill in the form.
3. If the shop has turned it on, you receive a **code on WhatsApp**: type it to confirm the number is yours.

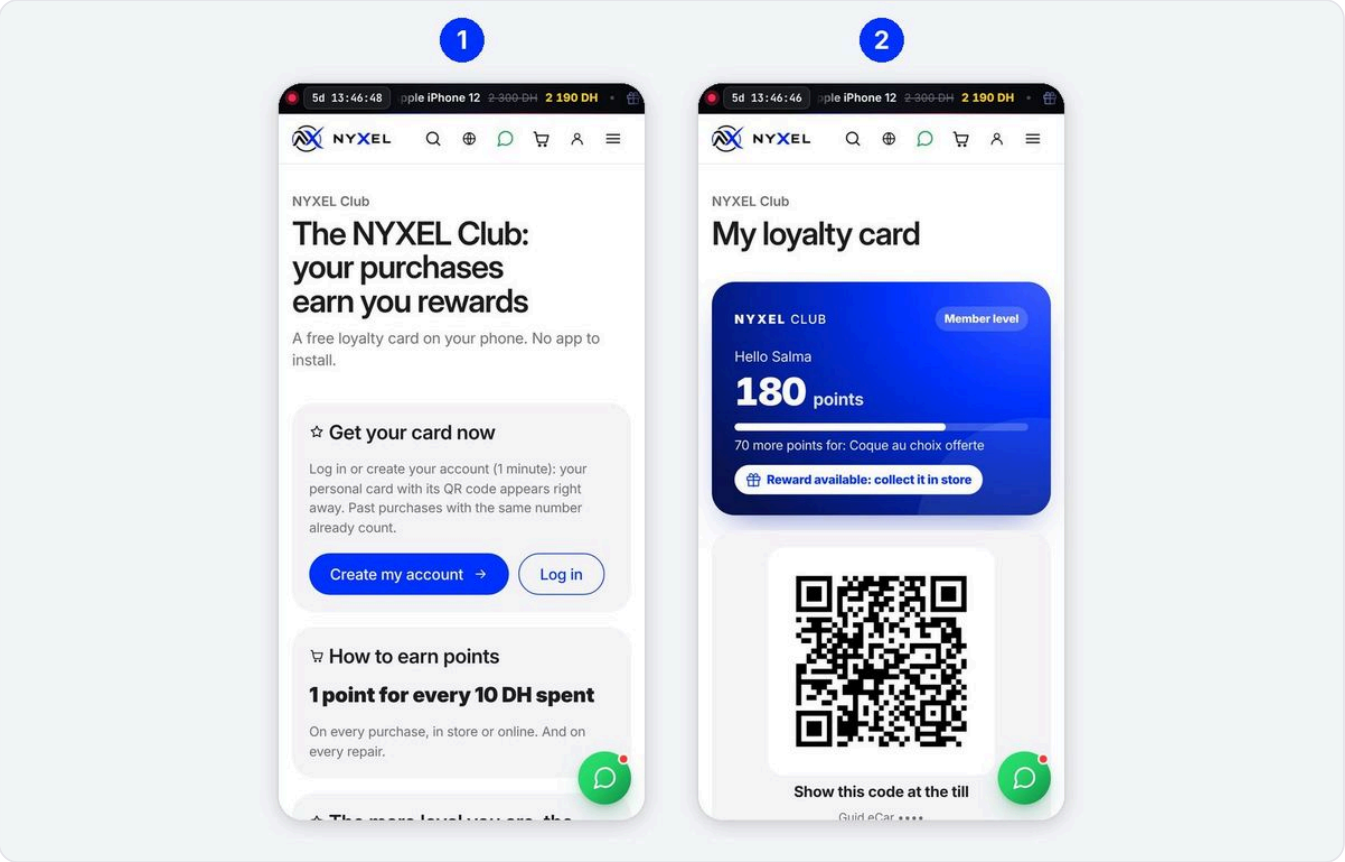
Sign in: *I have an account* tab, number + password. Keep *Stay signed in on this device* ticked on your own phone, untick it on a borrowed one.

Forgot your password? Tap the link under the button: it opens WhatsApp and the shop gives you a temporary password, to change afterwards in *My account*.

In *My account* you can also edit your details, change your password, sign out or **delete your account**.

8. Loyalty club

Every purchase earns points, then exchanged for gifts. The card lives on your phone: no app, no plastic card.



The Club page (1) and the loyalty card (2)

1. **Get your card**: menu › **NYXEL Club** › *Create my account* (or *Log in*). The card appears immediately, and past purchases made with the same number are counted.
2. **The card** shows your points, your level and the next gift. In the shop, show the **QR code** at the till: points are added automatically. The *Apple Wallet* and *Google Wallet* buttons save the card in your phone's wallet when the shop has turned them on.

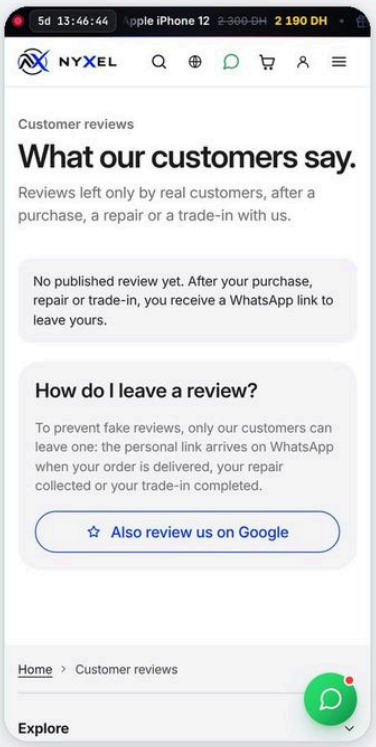
Default rules (the shop can change them; the Club page always shows the current rules):

Rule	Value
Points earned	1 point per 10 DH spent, purchases and repairs
Review after a purchase	+50 points
Levels	Member from sign-up, Silver from 3,000 DH spent over 12 months (+10 % points), Gold from 8,000 DH (+25 %)
Gifts	100 pts: screen protector · 250 pts: case of your choice · 500 pts: 100 DH off · 1,000 pts: earphones

To use a gift, just ask at the till: the seller takes it off your points.

9. Leaving a review

Only real customers can leave a review: that is what makes the reviews on the site reliable.



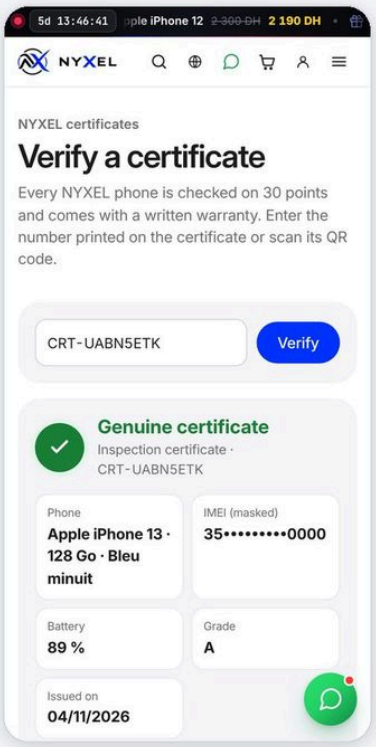
The customer reviews page

1. After an order is delivered, a repair collected or a trade-in completed, you receive **a personal link** on WhatsApp to leave your review.
2. Open it, choose **1 to 5 stars** and write a few words (required for 3 stars or fewer, so the shop can improve).
3. Send it. If you have a loyalty card, your bonus points are added.

One review per request. The **Reviews** page (menu) shows published reviews; *Also review us on Google* helps the shop be found on Google Maps.

10. Checking a NYXEL certificate

Every phone checked or sold by NYXEL can have an **inspection certificate** (30 points checked) or a **warranty certificate**, with a *CRT-…* number and a QR code. Anyone can check it is genuine, even the phone's next buyer.

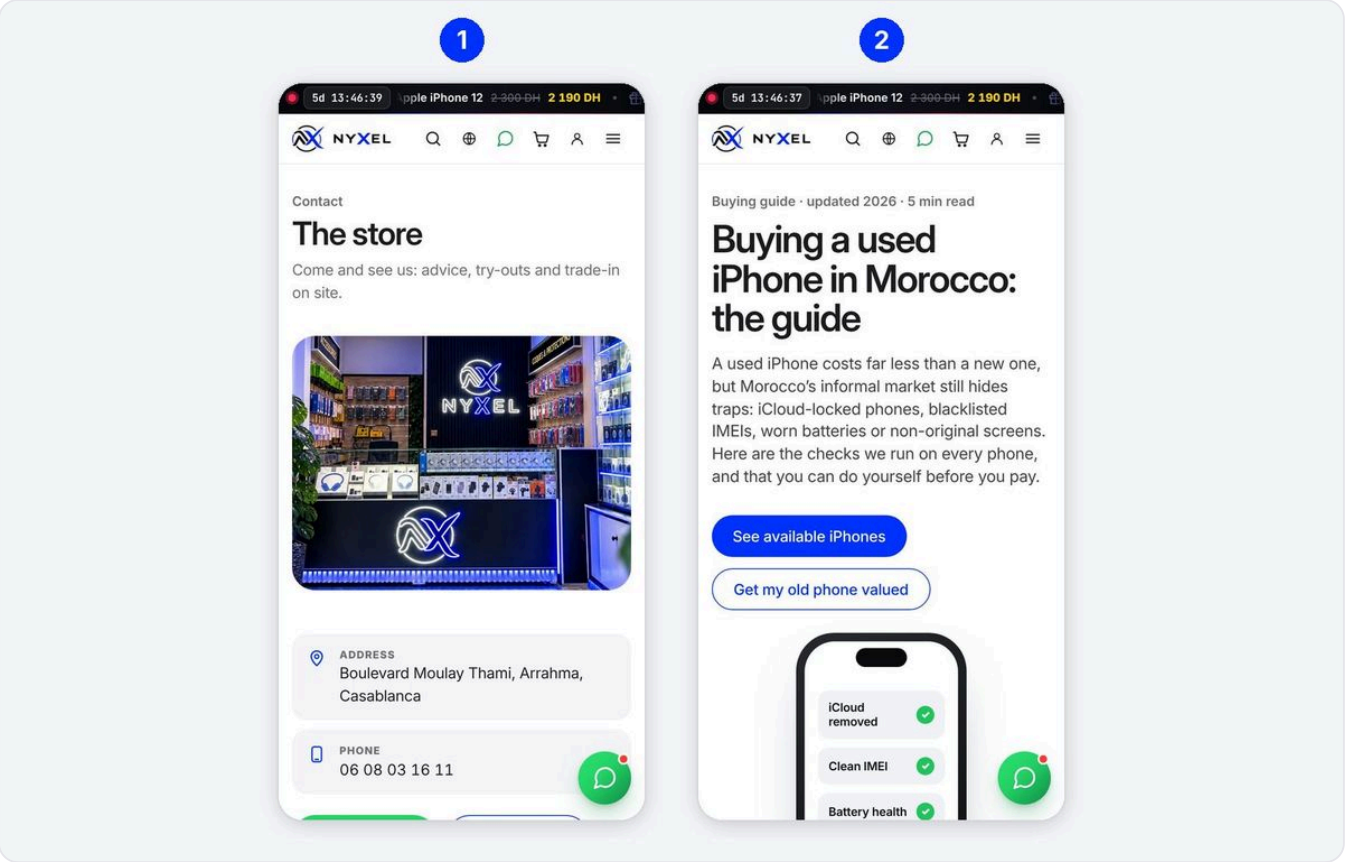


A certificate checked online

1. Scan the certificate's **QR code** with the camera, or tap *Verify a certificate* at the bottom of any page of the site and type the number (e.g. *CRT-UABN5ETK*), then **Verify**.
2. *Genuine certificate* appears in green, with the phone, battery, grade, date and, for a warranty, the end date.
3. **Compare with the phone**: dial `*#06#` on the phone; the last 4 digits of the IMEI must match those shown.

A cancelled certificate is shown in red, marked *cancelled*. Your name, number and price are never shown on this page.

11. Contact, opening hours, buying guide and blog



The Contact page (1) and the buying guide (2)

1. **Contact** (menu): address (Boulevard Moulay Thami, Arrahma, Dar Bouazza, Casablanca), phone, opening hours, Google Maps directions, WhatsApp, Instagram and TikTok.
2. **The buying guide** *Buying a used iPhone in Morocco* lists the 10 checks to make before buying (iCloud, IMEI, battery, original screen…), which NYXEL runs on every phone.

The **Blog** (menu) publishes tips: repair prices, battery care, choosing a phone. Every article can be shared on WhatsApp in one tap.

12. FAQ and safety

Do I have to pay online? No. You pay in the shop or to the courier, on receipt. The site **never** asks for a bank card number.

I don't have WhatsApp. Call the shop on the number on the Contact page: your order or request stays saved with its number.

WhatsApp didn't open after sending. Your request is saved anyway (you have its number). Tap *Send on WhatsApp* on the confirmation page, or simply send that number to the shop.

“Anti-robot check missing or expired” appears. The page stayed open too long. Refresh it and send again: the check runs again in a second, with no box to tick.

“This request was already received”. It arrived the first time: no need to send it again, the shop will contact you.

Is my information protected? It is only used to handle your request and is never sold. The certificate check page shows no name, number or price, and the IMEI is masked. To improve, the site counts visits anonymously: no cookies, no name or number, and your browser's “Global Privacy Control” setting is respected. You can delete your account at any time from *My account*.

Beware of scams. NYXEL will never ask you for a code received by SMS, your password, or an advance payment outside the shop. If in doubt, call the number on the Contact page.