



Returns Request Form & Procedure

RMA Number

Return Material Authorisation Number

Critical Information Requirement

Company Name

Contact Name

Address

Email Address

Tel.

Fax.

Postcode

Account No

Date of request

Product Description	Fault Description <i>if applicable</i>	Qty	REASON Code See Below	Price	Invoice Number	Invoice date

Reason Codes – (A) Faulty (B) Dead on Arrival (C) Wrong Product Sent
(D) Duplicate Order (E) Damaged in Transit (F) Repair

Before Completing This Form Please Read The Following

- The acceptance of this form does not mean that the returned items listed above will be either credited or replaced.
- This form must be completed in full and emailed or faxed back to Elite Mobile Customer Services (see details below). You will then be issued with a Returns Material Authorisation Number (RMA)
- The RMA Number must be clearly displayed on the outside of the Return Packaging.
- Elite Mobile will only collect goods that are D.O.A.
- Any returns sent without authorisation will not be credited or exchanged.
- Any forms received that do not contain valid invoice numbers and account numbers will be rejected and may not be returned, for assistance with these numbers please see below.

Do Not Return Any Goods Until You Have Been Issued With An Official Returns Material Authorisation (RMA) Number.

Procedure

1. Obtaining a Returns Form (if you do not already have one)
 - a. Customer Service Contact details:
Telephone Support: +44 (0)20 8799 8058 or +44 (0)20 8799 8000 (ask for customer services)
E-mail: customer-service@elitemobile.com
 - b. Request a copy of the returns Request Form.
 - c. This will be sent to you via email or Fax in line with your requested preference.
 - d. Please also request assistance to identify the Original Invoice number that you purchased the goods on.
The Customer service representative will help you to identify this using our main dispatch system.
 - e. Make a note of the invoice number as this will be required on the form.
2. Please complete the RMA Request Form in full.
3. When completed, sign and date the document.
4. Please either fax it back to Elite Mobile using the fax number indicated at the top of the form or email it to customer-service@elitemobile.com.
5. Once we have received and checked the "Returns Request Form" we will then issue you an RMA number, which is valid for 30 days only, to enable you to return the goods.
6. Please write the RMA number into the large text box provided at the top of the RMA form.
7. This RMA number must also be displayed on the outside of the return packaging.
8. The returns shipment must;
 - a. Contain a copy of the RMA Request Form including RMA number
 - b. Clearly display the RMA Number on the outer packaging

Grounds for Rejection

When returns arrive at our warehouse they will be inspected. A product will be rejected if (but not limited to):

1. It is sent without a valid RMA number.
2. The entry does not contain a valid invoice number
3. It is returned incomplete (without charger, manuals, or components of the original product etc)
4. The fault is not detailed in the RMA request form
5. It is returned with a false reason (such as being defective when it is not)
6. It has an invoice date over 12 months old
7. It is submitted as part of an expired RMA. RMA number's are only valid 30 days from issue
8. It is additional to those specified on the approved RMA

Rejection Notification

You will be notified of all rejected returns by Email, Letter or Phone. The rejected returns will be sent to you on the day it is rejected.

Advanced Replacements

In certain cases Elite Mobile may send an advanced replacement handset in exchange for a faulty one, this will be invoiced at the same price as the original. The faulty handset must be returned complete and without customer damage of any kind to warrant a credit. If the handset is found to have customer damage then the unit will be returned without credit.

Key Device Manufacturer DOA & Warranty Terms

Manufacturer	Sku Code	Device	DOA	Manufacturers Warranty	Return To
Apple	UK	Handset	N/A	12 months	Apple
Apple	EU	Handset	N/A	12 months	Apple
Apple	Non UK/EU	Handset	N/A	12 months	Apple
Blackberry RIM	UK	Handset	30 days	2 years	Elite Mobile
Blackberry RIM	EU	Handset	30 days	No warranty	–
Blackberry RIM	Non UK/EU	Handset	30 days	No warranty	–
Fonerange	UK	Handset	30 days	12 months	Elite Mobile
HTC	UK	Handset	30 days	2 years	HTC
HTC	EU	Handset	30 days	2 years	HTC
HTC	Non UK/EU	Handset	30 days	No warranty	–
Huawei	UK	Handset	30 days	2 years	Elite Mobile
Huawei	EU	Handset	30 days	12 months	Elite Mobile
Huawei	Non UK/EU	Handset	N/A	12 months	Elite Mobile
LG	UK	Handset	30 days	12 months	LG
LG	EU	Handset	30 days	No warranty	–
LG	Non UK/EU	Handset	N/A	No warranty	–
Motorola	UK	Handset	30 days	2 years	Motorola
Motorola	EU	Handset	30 days	12 months	Motorola
Motorola	Non UK/EU	Handset	N/A	No warranty	–
Nokia	UK	Handset	30 days	2 years	Nokia
Nokia	EU	Handset	30 days	2 years	Nokia
Nokia	Non UK/EU	Handset	N/A	No warranty	–
Samsung	UK	Handset	30 days	2 years	Samsung
Samsung	EU	Handset	30 days	2 years	Samsung
Samsung	Non UK/EU	Handset	N/A	No warranty	–
Sony	UK	Handset	30 days	2 years	Sony
Sony	EU	Handset	30 days	12 months	Sony
Sony	Non UK/EU	Handset	N/A	No warranty	–

Manufacturer Returns Process

Apple

For Apple warranty and non-warranty repairs, end-users should:

Contact

Telephone Support: 0844 209 0611

Troubleshooting: <http://www.apple.com/uk/support/iphone/>

BlackBerry® Handheld's

For BlackBerry® warranty and non-warranty repairs, end-users should:

Contact Elite Mobile

Telephone: +44 (0)20 8799 8000

URL: www.elitemobile.com

For Prepay handsets:

Call the service provider

Fonerange

For Fonerange warranty and non-warranty repairs, end-users should:

Contact Elite Mobile

Telephone: +44 (0)20 8799 8000

URL: www.elitemobile.com

HTC

For HTC warranty and non-warranty repairs, end-users should:

Contact

Telephone Support: 0845 890 0079

URL: http://www.htc.com/europe/CA_Hotline.aspx

Huawei

For Huawei warranty and non-warranty repairs, end-users should:

Contact Elite Mobile

Telephone: +44 (0)20 8799 8000

URL: www.elitemobile.com

LG

For LG warranty and non-warranty repairs, end-users should:

Contact

Telephone Support: 0844 847 5454

URL: <http://www.lg.com/uk/index.jsp>



Motorola Smartphone's

For Motorola Smartphone warranty and non-warranty repairs, end-users should:

Contact

Telephone: 0870 901 0555

Email: motorola_un@mailwc.custhelp.com

Motorola Tablet's

For Motorola Tablet warranty and non-warranty repairs, end-users should:

Contact

Telephone: 0870 901 0555

Email: motorola_un@mailwc.custhelp.com

Nokia

For Nokia warranty and non-warranty repairs, end-users should:

Contact

Telephone Support: 0845 045 5555

URL: <http://www.nokia.com/gb-en/support/>

Samsung

For Samsung warranty and non-warranty repairs, end-users should:

Contact

Telephone Support: 0845 726 7864

URL: <http://www.samsung.com/uk/support/main/supportMain.do>

Sony

For Sony warranty and non-warranty repairs, end-users should:

Contact

Telephone Support: 0870 523 7237

URL: <http://www.sonyericsson.com/cws/support/mobilephones?cc=gb&lc=en>

The above is subject to manufacturers changes.