



3G MOBILE REPAIRS BOOK-IN FORM

E-MAIL/FAX THIS DOCUMENT FOR ATTENTION REPAIRS

FAX: 086 265 1577 E-MAIL: 3gservice@3gmobile.com

PLEASE COMPLETE FORM IN FULL

FOR ANY REPAIRS RELATED ASSISTANCE PLEASE CALL US AT: TEL: +27 010 045 1775/6/7/8/9

STORE STAMP/DETAILS

Please mark with an X REPAIRS OBF

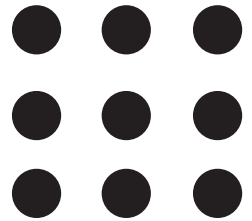
STORE DETAILS

SECURITY CODE

STORE NAME:

ADDRESS:

SECURITY PATTERN



TEL NO:

CONTACT NO (other):

E-MAIL:

FAX:

IMEI 1: (15 digits)

IMEI 2: (15 digits)

DEVICE MAKE:

DEVICE MODEL:

ACCESSORIES ACCOMPANYING DEVICE (Please mark with an X)

DEVICE

BATTERY

CHARGER

SSD CARD

COVER

MANUALS

BOX

USB CABLE

OTHER ITEMS

DEVICE CONDITION (Please mark with an X)

CRACKS

SCRATCHES

DIRT

DROP MARKS

CHIPS

OTHER

INDICATE MARKS, SCRATCHES, CHIPS ETC.

TOP



BOTTOM

FAULT DESCRIPTION (Please mark with an X)

SPEAKER

SIGNAL

POWER

DROPPING CALLS

FREEZING

DISPLAY

KEYPAD

BATTERY LIFE

DETAILED FAULT DESCRIPTION

DATE: / /

CONSULTANT (1):

CUSTOMERS NAME:

CONSULTANT SIGN (1):

CUSTOMERS TEL NO:

CONSULTANT (2):

SIGNATURE:

CONSULTANT SIGN (2):

PURCHASE DATE:

I HAVE READ AND ACCEPT THE TERMS AND CONDITIONS SET OUT IN THIS DOCUMENT PLEASE TICK BOX

SIGNATURE:

TERMS & CONDITIONS

1. While every attempt will be made to save the information on the customer's phone, it may be lost in the repair process. It is thus advisable to back up all information prior to sending it in for repairs as 3G Mobile and its repair centre will not be held liable for any lost information or media.
 2. The complete box and all accessories is to be returned to 3G Mobile together with the handset.
 3. Depending on the nature of the repair a turn-a-round time of between 7-14 working days will apply to all repairs and OBF replacements unless otherwise agreed upon with the insurance consultant at 3G Mobile. If additional parts or spares are needed for the repair the repair process could take up to 21 working days to complete.
 4. Incomplete details on this repair form could result in the request being declined and might cause unnecessary delays for which 3G Mobile will not be held liable for.
 5. If you are bringing in an apple device please ensure that the device is removed from the 'find my phone' app as this delays the repair process. If you are unsure of the deactivation process please ask your consultant to assist and to supply you with the process details.
- Out of box (OBF) failure criteria:

Objective: To define and standardise 3G Mobile's 'Out of Box Failure (OBF)' process and criteria.
An OBF is defined as a new handset that is faulty when first activated.

Criteria to qualify as a valid OBF:

- The handset must have been supplied by 3G Mobile.
- The handset must be returned to the point of sale within 7 days from the date of purchase.
- A valid Proof of Purchase must accompany the handset – the invoice will be needed as proof.
- The handset, together with the full contents of the box (i.e.: handset, original battery, charger, antenna, manual and any other accessories that was included at point of sale), must be returned – in the same condition as when it was purchased – with the packaging intact (i.e.: the box must not be damaged).
- The IMEI number on the box must correspond to the IMEI number on the handset.
- There must be no physical damage to the handset or its accessories (i.e.: scratched/cracked screen or dents/marks on the body of the handset) and no sign of neglect due to physical abuse or liquid damage.

OBF procedure:

- Please contact the reverse logistics team on (011) 608 0603 or email 3gservice@3gmobile.com to confirm that the handset qualifies as an OBF.
- Verify that the handset was purchased in the last 7 days – the invoice will be needed as proof.
- The handset together with the full contents on the box – as mentioned above – must be in the same condition as when purchased.
- A fault description will be submitted on the OBF/Repair Form.
- The unit will then be tested and the results issued.
- The OBF may be rejected by 3G Mobile if this fault cannot be duplicated by the Repair centre.
- If the fault can be replicated the unit will be replaced within 72 hours - depending on stock availability.
- The OBF will either be APPROVED or REJECTED: If approved the device will be credited from the store will either replace the unit or refund the customer; If rejected (i.e.: if no fault with the unit was found) we will send the unit back to the store.

The following items are covered in the 12 month warranty for non-Samsung products.

Please note this is provided there is no physical damage to any of the below:

- Software: Related to manufacturing fault.
- Audio malfunctions: Reworking/replacement of any audio part or component (i.e.: speakers, mic, buzzer, IC, Diaphragms, gaskets, flex etc.).
- Keypad malfunctions Reworking/replacement of keypad functionality related components or parts (i.e.: filter, dome-sheets, connectors, flex etc.).
- Charging malfunctions: Rewiring/replacement of any part or component of the charging unit (i.e.: diodes, IC, DC jack, pins etc.).
- LCD malfunctions: Reworking/replacement of unbroken LCD and related components and parts (i.e.: filters, connectors etc.).
- Camera malfunctions: Reworking/ replacement of camera or related components (i.e.: flash lights, IC, connectors, flex etc.).
- Power on/aft malfunctions: Reworking/ replacement of any power related parts or components (i.e.: tact switches, battery contacts, LCD filters, PA, CPU, flash etc.).
- Volume control malfunctions: Reworking/replacement of any volume control parts or components (i.e.: volume buttons, tact switches, flex, conductors etc.).

The following is not covered by 12/24 month handset warranty:

- Liquid damage.
- Power surge (due to a power cut and the power coming back on).
- Black Listing.
- Security code
- Factory reset done by client (As there is a chance this could be done incorrectly. Note: If 3G Mobile needs to do a factory reset on the unit in order to clear passwords there will be a handling charge).
- Any damage as a result of previous repair before an authorized repair centre was appointed.
- Any handset not purchased from 3G Mobile.
- Physical damaged accessories.
- Wear and tear.

Repair Procedure:

- Please note the repair turnaround time will be much faster if you take your faulty device directly to the network authorised repair centre. If you provide us with your address we will be able to advise you of the authorised repair centre that is closest to you.
- Please note that if 3G Mobile sends the faulty phone to the network or authorized repair centre on your behalf it could take up to 21 working days for 3G Mobile repair centre to receive any feedback regarding the repair.
- 3G Mobile is more than willing to assist with your faulty phone if you agree to complete in a repair document/form which needs to be filled in by the Client and sent back to us to arrange collection.
- Once the unit is received at 3G Mobile it will be booked into the system.
- The repair process takes between 7-14 working days – depending on the nature of the repair – but could take up to 21 working days if additional parts or spares are needed for the repair.
- Once repaired the unit can be tested by 3G Mobile should the client request this to be done. Upon completion of testing the unit will be sent back to the client/store