



# 3G MOBILE REPAIRS BOOK-IN FORM

E-MAIL/FAX THIS DOCUMENT FOR ATTENTION REPAIRS

FAX: +264 61 433-5448 E-MAIL: namrep@3gmobile.com

FOR ANY REPAIRS RELATED ASSISTANCE PLEASE CALL: +264 61 433-5411

PLEASE COMPLETE THIS FORM WITH ALL THE NECESSARY FIELDS: THIS WILL ASSIST IN AVOIDING ANY DELAYS IN GETTING THE DEVICE REPAIRED.

STORE STAMP/DETAILS

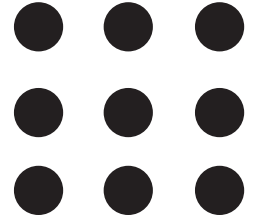
Please tick REPAIRS  OBF

PROOF OF PURCHASE TO BE ATTACHED IN ORDER TO PROCESS THIS REPAIR / OBF   
Please tick Box

## STORE DETAILS

SECURITY CODE

SECURITY PATTERN



STORE NAME: \_\_\_\_\_

STORE ADDRESS: \_\_\_\_\_

STORE TEL NO: \_\_\_\_\_ ALTERNATIVE STORE NO: \_\_\_\_\_

STORE E-MAIL: \_\_\_\_\_ STORE FAX: \_\_\_\_\_

BOTH IMEI NUMBERS TO BE INCLUDED IN ORDER TO PROCESS REPAIR.

IMEI 1: (15 digits) \_\_\_\_\_

IMEI 2: (15 digits) \_\_\_\_\_

THE IMEI IS NEEDED TO IDENTIFY THAT THE DEVICE IS A 3G MOBILE DEVICE. DUAL SIM DEVICES SECONDARY IMEI NO. MUST BE INCLUDED ON THE FORM.

DEVICE MAKE: \_\_\_\_\_ DEVICE MODEL: \_\_\_\_\_

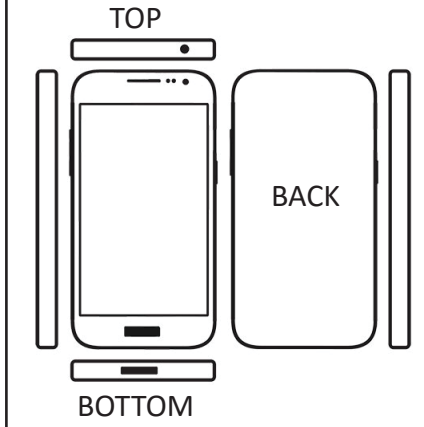
## ACCESSORIES ACCOMPANYING DEVICE (Please tick)

DEVICE  BATTERY  CHARGER  SSD CARD   
 COVER  MANUALS  BOX  USB CABLE   
 OTHER ITEMS \_\_\_\_\_

## DEVICE CONDITION (Please tick)

CRACKS  SCRATCHES  DIRT   
 DROP MARKS  CHIPS   
 OTHER \_\_\_\_\_

## INDICATE MARKS, SCRATCHES, CHIPS ETC.



## FAULT DESCRIPTION (Please tick)

SPEAKER  SIGNAL  POWER   
 DROPPING CALLS  FREEZING  DISPLAY   
 KEYPAD  BATTERY LIFE

## DETAILED FAULT DESCRIPTION

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

DATE: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

CUSTOMER NAME: \_\_\_\_\_

CUSTOMER TEL NO: \_\_\_\_\_

CUSTOMER ID NO: \_\_\_\_\_

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

CUSTOMER SIGNATURE: \_\_\_\_\_

PURCHASE DATE: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

CONSULTANT NAME (1): \_\_\_\_\_

(FOR UPDATES VIA SMS ON THE REPAIR STATUS.) CONSULTANTS CELL NO: \_\_\_\_\_

CONSULTANT SIGNATURE(1): \_\_\_\_\_

CONSULTANT NAME (2): \_\_\_\_\_

CONSULTANT SIGNATURE (2): \_\_\_\_\_

PROOF OF PURCHASE SUPPLIED PLEASE TICK BOX

CONSULTANT SIGNATURE: \_\_\_\_\_

## TERMS & CONDITIONS

- 1. A quote rejection fee will be charged and or assessment fee on BER devices of N\$150**
2. 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.
3. In the case of a REPAIR or an OBF the **complete box and all accessories** must be returned to 3G Mobile together with the handset and repairs book-in form.
4. Depending on the nature of the repair a turn-around time of between **7-14 working days** will apply to all repairs and OBF replacements unless otherwise agreed upon with the service 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**.
5. Incomplete details on the repairs book-in form could result in the request being declined and might cause unnecessary delays for which 3G Mobile will not be held liable for.
6. 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 of purchase.
- 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 **+264 61 433-5411** or email **namrep@3gmobile.com** to confirm that the handset qualifies as an OBF.
- **In order to verify that the handset was purchased in the last 7 days, the proof of purchase must be supplied**
- The handset together with the full contents of the box, as mentioned above must be in the same condition as when purchased.
- A fault description must be submitted on the repairs book-in form by the consultant.
- The unit will then be tested and the results issued by 3G Mobile.
- The OBF may be rejected by 3G Mobile if the logged fault can not be detected by the repair center.
- If the fault is apparent and can be confirmed/recognised a credit note will be issued.
- The OBF will either be APPROVED or REJECTED.
  - : If approved a credit note will be issued.
  - : If rejected (i.e. if no fault with the unit was found) we will send the unit back to the store as is.

**The following is covered within the Warranty period.** (Please refer to your Proof of Purchase to determine your warranty period).

**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/off 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 the 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 pass words 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:

- 1) Store clerk needs to complete the repair book in form.
- 2) **Valid proof of purchase (Invoice with IMEI No). must be attached.**
- 3) Proof of purchase (Invoice) must state end users details (i.e.: Make and model of handset as well as the IMEI number).
- 4) In the case of a repair the complete box and accessories is to be returned to 3G Mobile together with the handset.
- 5) Complete the repairs book-in form and attach a copy of the invoice.
- 6) Please contact the reverse logistics team on tel: **+264 61 433-5411** or emailing **namrep@3gmobile.com**
- 7) It is the stores responsibility to check all accessories and condition of handset.
- 8) The store must get a detailed fault description from the client.
- 9) Handsets found to have liquid or physical damage, blacklisted handsets or faulty handsets as a result of unauthorized repair will have the warranty voided immediately.
- 10) In the case of the above the phone will be returned to the store un-repaired and the customer will be held liable for the cost and payment of handling fee charged by the repair centre.
- 11) Incomplete details on the repairs book-in form will result in the request being declined.
- 12) All handset repairs will be covered by a 90 day warranty.
- 13) The repair process takes anything between 7 – 14 working days depending on the nature of the repair. Repairs can take up to **21 days if additional parts or spares are needed.**
- 14) Upon completion the unit will be sent back to the store.