



Faulty Handset Form

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|---|--|
| Customer Name | |
| Company | |
| Address to be returned to | |
| Contact Number | |
| Email | |
| Mobile Number | |
| Make of Phone | |
| Model | |
| IMEI Number | |
| Date of Purchase | |
| Detailed Description of Fault NB. We must be able to replicate this fault on receipt | |
| Date of Return to ADSI | |

Please send this form with the faulty handset to ADSI Ltd, Alexander House, Christy Court, Basildon, Essex, SS15 6TL

ADSI use only;

| | | | |
|-----------------------|--|--------------------------------|--|
| Account Manager | | Person Handling Return | |
| Date to Admin | | Date Inspected/Sent for Repair | |
| Fault Found/Video Ref | | Action Taken | |

Disclaimer

ADSI operate a strict policy concerning faulty handsets.

- All faulty handsets must be sent back with this completed form to enable us to send it for repair.
- If the handset is found to have a manufacturers fault during the first 14 days of receipt, the handset must be sent back in its original box with all accessories in pristine condition and this completed form. Unfortunately, if the original packing is not present we are unable to replace the handset and will have to send for a repair instead.
- All handsets will be tested by ADSI upon receipt, if we are unable to replicate the fault shown we cannot process the return and the handset will be returned to you.