



Faulty Handset Form V2

Customer Name	
Company	
Address to be returned to	
Contact Number	
Email	
Mobile Number	
Make of Phone	
Model	
IMEI Number	
Passcode to unlock handset	
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.