

Faulty Handset Form

Customer Details

Customer Name			
Company			
Handset Return Address			
Contact number		Contact Email	

Handset Details

Handset Make		Handset Model	
Mobile Number			
IMEI			
Handset Passcode			
Date of Purchase		Date of Return	
Detailed Description of Fault <u>NB. We must be able to replicate this fault on receipt</u>			

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

ADSI use only			
Account Manager		Return Handler	
Return Date		Inspected Date	
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

