



Faulty Handset Form

Customer Name:	
Contact Name:	
Address to be returned to:	
Contact Number:	
Email:	
Mobile Number	
Manufacturer:	
Model:	
IMEI:	
Date of Purchase:	
Handset Passcode:	
Detailed Description of Fault:	
Has a hard reset been carried out on the handset?	
Do you confirm the handset has not been physically damaged or dropped?	
Do you confirm the handset has not suffered any kind of liquid ingress?	
Have all passwords and security features been disabled (including cloud services and Android Google Email Services)?	
Has all personal data been backed up off the phone?	
Has the handset got the latest version of software installed?	
Date of Return to ADSI:	

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

ADSI use only;

Account Manager		Date received	
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Terms and Conditions

ADSI operate a strict policy concerning faulty handsets.

- All faulty handsets must be accompanied by this completed & signed form to enable us to process a repair or replacement.
- Handsets found to be faulty within 14 days of receipt are subject to a different process – please inform us ASAP.
- The warranty period will start from the date of purchase of the handset from ADSI.
- A hard reset may be required as part of the testing/repair process so please ensure your data is backed up prior to sending your phone to us.
- If the handset in question is an iPhone please remove Find My iPhone prior to sending your device to us under all circumstances. Failing to do so may result in a delay in your repair.
- When sending in for a warranty swap please ensure all handsets that are returned are not password protected or pin locked, including any cloud services which require a password.
- ADSI warranty swaps do not cover damaged connectors/casing, cracked/ bleeding screen, water damage/condensation behind screen, everyday use, e.g. scratched screens and paintwork, or worn key pads, any third-party application which has been loaded onto the device, or out of warranty devices.
- ADSI are not an authorised repair centre and products sent back which need to be repaired are out-sourced to the appropriate repair centre. This may take between 5-10 days (or on occasion longer).
- If, following issue of a replacement by ADSI, the products are deemed by ADSI's supplier to be "No Fault Found" or "Customer Damaged" then an invoice will be raised for the original sales price of the product. This invoice will be immediately due for payment by the Customer to ADSI. In addition to this, you may also be charged an additional fee for delivery, non-genuine warranty, failure to remove passwords and admin charges. ADSI are unable to fully test/inspect a handset upon receipt so accept no liability for any of these charges.
- Where a device cannot be replaced with the same make and model, it will be dispatched with a similar specification. This device will be the closest available alternative. If the customer is not happy with the options provided, their faulty handset will need to be sent for repair.
- Receiving a new replacement / refurbished unit does not reset the 12/24-month warranty.
- No handset credits will be issued, only replacement devices.
- Any handset deemed to be invalid for the warranty swap out will be sent for recycling. No return of any handset will be made.
- Some faults require a manufacturer's repair (e.g. accounts/passcode locked on a device) however they will not process a partial repair. If another fault is found upon their inspection and it falls outside their warranty, they will quote to repair. The original fault will not be repaired without the quote being paid and a full repair being completed.
- If your handset falls outside its warranty period, or the warranty is void (i.e. fault reported is physical damage or liquid damage) we will contact you with a quote for repair and give you the opportunity to accept/refuse this quote.
- If you choose not to go ahead with any chargeable repair, you remain liable for any charges incurred as a result of diagnostics being carried out.
- All charges must be paid prior to the handset being returned to you.
- ADSI accept no responsibility for any items returned until received checked and inspected by our Returns Department. A signed Proof of Delivery does not constitute acceptance of any item by ADSI.
- Only devices purchased from ADSI are covered under these terms. Any other devices will be rejected.
- ADSI reserves the right to amend or withdraw this service at any time.

Signed:

Print Name:

Job title:

Date:

By signing you accept the above terms and conditions and agree that all information on this form is correct.

Removing Find My iPhone

There are three ways to turn off Find my iPhone's Activation Lock, only one requires use of the iPhone.

Whilst using your iPhone:

- > Settings (connect to Wi-Fi)
- > iCloud
- > Find my iPhone
- > Turn off Find my iPhone

Using a computer or laptop (will not work on tablet):

- > Log into www.icloud.com, unless manually set up it is the Apple ID and password.
- > Start using iCloud (if prompted)
- > Click on "Find my iPhone"
- > "All Devices" at top.
- > Select iPhone.
- > Wait 10 seconds to locate.
- > The iPhone will either be online or offline.

Offline: Click Remove from account – not erase.

Online:

- >Click Erase and enter password. Make sure your device has been backed up first.
- >Do not add a phone number or message. These optional boxes declare the iPhone as lost.
- >Wait for it to be erased.
- >Click Remove from account.

Find my iPhone app from another iOS device:

- >Go on the Find My iPhone app from a different iOS device
- >Sign in with the iCloud account.
- >Select your iPhone.
- >Top right hand corner, tap on Remove.