



**3G Mobile Out of box Failure Claim Form**  
**Conditions to qualify as an Out of box Failure as follows:**

Date Purchased: \_\_\_\_/\_\_\_\_/\_\_\_\_

Date received: \_\_\_\_/\_\_\_\_/\_\_\_\_

Completed By: \_\_\_\_\_

IMEI Number (15 Digits):

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Make and Model: \_\_\_\_\_

1. The handset is accompanied by proof of purchase (invoice) detailing the IMEI number and the date of receipt. **NB “The handset must be returned within seven days of purchase date”**
2. Handset supplied by 3G Mobile?
3. Handset complete with all accessories (Battery, Charger, Manual, etc) is received, same as an original unit (no scratches)
4. The handset IMEI number and the IMEI on the box is the same.
5. There no signs of physical damage, misuse or abuse (scratches, bent cover clips-on hooks etc)
6. There are no signs of liquid damage, activated liquid stickers on battery and on the phone; visible corrosion on contacts (battery, systems connector or memory card slot)
7. There are no markings, stickers or tapes on the original packaging (Box)
8. Problem with the handset \_\_\_\_\_

**NB: Should any of the above conditions not be met the handset will not be considered as an Out of box failure and it will be returned at the sending store’s cost.**

**Declaration by the authorized store representative:**

I; \_\_\_\_\_, hereby confirm that:

1. The information stated above is true and correct and that the handset has not been tempered with before this claim.
2. I have also not exposed the handset to any liquid that would constitute liquid damage.
3. I agree that if any of the supplied information on this document is proven to be incorrect, I will be held liable for all the costs incurred by 3G Mobile in respect of this handset.

Signed \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_