

## Mobile Equipment Returns Policy, Warranty and Information

Unless otherwise agreed or you have Vandercom's Handset Replacement Service the follow applies to all Mobile equipment provided by Vandercom

### 21 DAY RETURN TO STOCK

All handsets can be returned to us within 21 days of purchase.

- All handsets must be in their originally sealed boxes with unbroken security seals. If boxes are damaged or marked we have the right to refuse the return request, no credit will be raised and the handset will be returned.

### FAULTY HANDSETS AND DEAD ON ARRIVAL (DOA)

All handsets benefit from a 2 year manufacturer's warranty (1 year for Apple and LG).

However, should a device develop a fault or be dead on arrival within 28 days of shipment we will offer a full credit for its return or replacement.

Please ensure all Faulty/DOA returns are complete with all accessories and in the original box.

We can collect the device from your address. Please note that the customer is responsible for ensuring the device is ready for collection.

Be sure that you have it ready in time, and with all accessories and original packaging. We will take no responsibility for handsets damaged in transit due to poor packaging.

### Lost in transit

Customers must notify the Support Team on 0344 259 8000 or contact their Account Manager within 7 days of any non-arrivals.

- Faulty handsets must be returned in the same box that the replacement is sent out in, this should include the foam or bubble wrap inserts used to protect the handset during transit.
- If the exchange is to be done at a customer's address then responsibility lays with the customer to ensure that the handsets arrive to us in as good a condition as possible.
- Please note that any damage to the handset regardless of whether caused during transit or not will result in the cost of the replacement device being charged.
- All doorstep exchanges are sent out with a return label and express pack and the box with packaging.

**\*Each case will be investigated and any findings will be shared with the customer. Where applicable a replacement of the same make and model will be issued.**

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### IMPORTANT MANUFACTURER NUMBERS

If your handset develops a manufacture fault outside of the initial 28 days from shipping, and is in need of repair, the terms of the warranty apply with the manufacturer. Below are useful numbers and links for the main manufactures

**Apple:** 0844 209 0611

<https://selfsolve.apple.com/GetWarranty.do>

**HTC:** 0845 890 0079

<http://www.htc.com/uk/support>

**Microsoft**

<http://www.microsoft.com/en-gb/mobile/support/>

**Samsung:** 0845 67267864 or 0330 7267864

<http://www.samsung.com/uk/support/>

**Sony:** 08705 237237

<http://support.sonymobile.com/gb/>