

# T-Mobile Returns

To return a T-Mobile Phone, the following is REQUIRED:

- (1) ALL T-Mobile phones must have a T-mobile return form filled out.  
(The phone cannot be sent back without this form.)
- (2) A Wireless Connection Phone Return form with every phone  
(Cellular Phone Return Merchandise Authorization Form)
- (3) A copy of the Contract the customer signed clearly stating the IMEI Number.

All of this information is required in order to do a T-mobile Return.

Forms for requirements 1 & 2 are part of this PDF file.

## T-Mobile Subscriber Return Form

T-Mobile offers a 14-Day return policy.

**You are eligible to return your phone if:**  
**- You are not satisfied with the device or service**  
**- Your device is defective or not working**

For problems after 14 Day from activation, please contact T-Mobile Customer Care for warranty support by dialing 611 on your handset.

The following requirements **MUST** be met for T-Mobile returns:

- Subscriber must return the device to Dealer within 14 days of activation (if the account was not activated, the Subscriber may return the device within 30 days of purchase.)
- All returned product (including the device and related accessories) must be in its original packaging with ALL original contents undamaged and in good working condition. *Undamaged means: no scratches, nicks, broken parts, liquid damage, or other visible customer inflicted damage*
- Subscriber must present original proof of purchase
- Subscriber and Dealer must complete and sign the VoiceStream Subscriber Return Form

### Subscriber Information:

Mobile # \_\_\_\_\_ Phone Model \_\_\_\_\_

Customer Name \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_

Contact Number \_\_\_\_\_ Original Purchase Date \_\_\_\_\_

Original Device IMEI # \_\_\_\_\_

### My device was:

Returned and service cancelled

Return Date \_\_\_\_\_ Activation Date \_\_\_\_\_

Cancel Date (Customer Care) \_\_\_\_\_

Exchanged due to device failure

Exchange Date \_\_\_\_\_

Replacement Device IMEI # \_\_\_\_\_

### Please check the following reason for exchange / return: (Check all that apply)

- |                               |   |                           |
|-------------------------------|---|---------------------------|
| <b>Device Related:</b>        |   | <b>Accessory Related:</b> |
| 01__ Power Problem            | 11 __SIM related failure                          | 19 __Handsfree Failure    |
| 02 __Displaying "insert SIM"  | 12 __Other:                                       | 20 __Charger Failure      |
| 03 __Displaying "No Service"  |   | 21 __Battery Failure      |
| 04 __Audio related problems   | <b>Service Related:</b>                           | 22 __Data Cable Failure   |
| 05 __Charging problems        | 13 __Billing Problem                              | 23 __Other:               |
| 06 __Can't make/receive calls | 14 __Competitor- better phone pkg                 |                           |
| 07 __Keys not working         | 15 __Competitor- better rate plan                 |                           |
| 08 __Will not Power On        | 16 __ Poor or no PCS coverage                     |                           |
| 09 __Didn't like phone        | 17 __System problems – dropped, static busy calls |                           |
| 10 __Pre-paid kit return      | 18 __Moved out of area                            |                           |

I Certify that the requested return complies with T-Mobile's Subscriber Return Policy as described above. I understand that T-Mobile will not be responsible for any device that is returned to and accepted by Dealer outside of 14-day return policy.

Dealer Signature \_\_\_\_\_ Dealer # \_\_\_\_\_ Date \_\_\_\_\_

I certify that this return is within the guidelines of the T-Mobile Customer Return Policy.

Customer Signature \_\_\_\_\_ Date \_\_\_\_\_

# Cellular Phone Return Merchandise Authorization Form

Please Print Legibly

Customer Name \_\_\_\_\_ **Managemore Account #:** \_\_\_\_\_  
Mailing Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_  
Home Phone # \_\_\_\_\_ Work Phone # \_\_\_\_\_  
ESN / IMEI of Phone Returned \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_  
ESN(11 digit) IMEI (15 digit)

(Circle One Below)

**Return To Inventory** (Phone has not been activated and is as if it were never sold)

**Return To Deda** (Phone has been activated, phone returned because of problem or phone is DOA)

SKU of Phone Returned \_\_\_\_\_ **Phone Number** \_\_\_\_\_ **Invoice#** \_\_\_\_\_  
**Date of Purchase** \_\_\_\_/\_\_\_\_/200\_\_ (Attach original receipt) **Store#:** \_\_\_\_\_ **Sold By:** \_\_\_\_\_

Service Provider of Phone Returned ( Circle One ):

- Cricket (Must be Less Than 30 days & less than 30 minutes for return)
- Sprint (Refund requires disconnect during 6 month charge-back period, exchange within 30 days)
- T-Mobile (Refund requires disconnect during 6 month charge-back period, exchange within 14 days & customer must complete T-Mobile return form)
- NEXTEL (Refund requires disconnect during 6 month charge-back period. Customer must go to service center for repair or swap after activation)

Model of Phone Being Returned \_\_\_\_\_  
Reason for Return: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

ESN / IMEI of Replacement Phone \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_  
(Circle One Above) ESN(11 digit) IMEI (15 digit)

SKU of Replacement Phone \_\_\_\_\_ **Phone Number** \_\_\_\_\_ **Invoice#** \_\_\_\_\_

**Employee Approval Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

**Customer Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

\*\*\* Complete Section Below Only If Phone Was Not Swapped And Requires A Refund \*\*\*

Circle the Method of Payment: Paper Check Telecheck Credit Card ( Visa or MC ) Cash  
If Purchased by credit card please provide credit card information below:

Credit Card # \_\_\_\_\_ Exp Date \_\_\_\_\_

Amount of Return \$ \_\_\_\_\_

Less Restock Fee \$ \_\_\_\_\_ (\$10 minimum if customer does not swap to another carrier)

Amount of Return \$ \_\_\_\_\_

All payments for returns will be mailed or credited to charge card by accounting. The item must be returned complete with original packaging along with the proper paper work and original sales receipt to qualify for refund. Items may be swapped with manager's approval if an item is defective. Tag all defective items with the reason for return before sending it back to Murfreesboro so that we know why it is being returned. Include all accessories that came with the phone ( home charger, battery and other items that came with the new phone) Be certain to firmly attach this completed form to the item being returned.

RMA Manager Approval for payment \_\_\_\_\_ Date \_\_\_\_\_

Accounting processed by \_\_\_\_\_ Date \_\_\_\_\_

**Fax To 360-1840**

**Attach Return Sheet to Phone if returning to Deda  
Put Copy of Return Sheet & Invoices In End Of Day Envelope**