



SimConnect National Pty Ltd
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FAULTY PRODUCT RETURNS FORM

This returns form is to be used for all faulty products approved for return by SimConnect. Only products purchased from SimConnect will be credited once approved. All Telstra products that fall within the **Telstra 30 Day Early Life Failure / Dead on Arrival Process** may also be entered onto this form. A copy of a customer proof of purchase should also be sent back with device. If the device is outside the 30 Day Early Life Failure period, then the consumer can undertake the Telstra Warranty Process. Consumers at no cost can book their warranty device online using the following link:

<https://www.telstra.com.au/mobile-phones/mobile-faults-self-service>

Returns form must have all fields completed and form needs to be returned IMMEDIATELY with your faulty product to receive your credit.

RETAILER DETAILS & SIMCONNECT RA

DATE:		CONTACT PERSON:	
RETAILER:		CONTACT NO:	
RETAILER ID:		CUSTOMER PURCHASE DATE:	
SIMCONNECT RA number:		CUSTOMER RETURN DATE:	

FAULT DETAILS

PRODUCT DETAILS:
IMEI NUMBER:
FAULT DESCRIPTION:
PLEASE NOTE: IF NO FAULT FOUND WHEN TESTED THE PRODUCT WILL BE RETURNED TO YOUR STORE

AS A GUIDE, PLEASE USE THE BELOW POINTS WHEN ASSESSING A HANDSET/BROADBAND RETURN:

1. TEST FOR THE FAULT DESCRIBED BY THE END CONSUMER
2. CHECK IMEI NUMBER ON THE DEVICE BEHIND THE BATTERY
3. CHECK FOR PHYSICAL DAMAGE ON THE DEVICE
4. CHECK FOR CRACKED SCREEN
5. CHECK FOR WATER INGRESSION – MOST DEVICES HAVE A SMALL WHITE DOT BEHIND THE BACK COVER AND IF THIS IS PINK OR RED THEN THE DEVICE HAS BEEN EXPOSED TO MOISTURE.
6. CHECK THE DEVICE HAS NO LOCK CODES ACTIVE IF SO THEN THE LOCK CODES NEED TO BE DISABLED and FIND MY PHONE DEACTIVATED

MANUFACTURERS WILL REJECT CLAIMS IF ANY OF THE ABOVE ARE APPARENT WHEN THE DEVICE IS RETURNED
HANDSET CREDITS WILL ONLY BE PROCESSED IF RETURNED WITH THE FOLLOWING INCLUDED:
HANDSET / USB CABLE / CHARGER / HEADPHONES / PROOF OF PURCHASE / ANY ACCESSORIES
IDEALLY THE ORIGINAL BOX WOULD BE PREFERRED HOWEVER NOT ESSENTIAL.
PLEASE NOTE THAT THE CONSUMER MAY KEEP THE SIM CARD IF THE DEVICE HAS BEEN ACTIVATED

RETURN TO:

SIMCONNECT NATIONAL PTY LTD
Unit 5, 9-11 Surfers Avenue
Mermaid Waters QLD 4218