



PHONEFAST REPAIRS BOOK-IN FORM

E-MAIL THIS DOCUMENT FOR ATTENTION REPAIRS

E-MAIL: sales@phonefast.co.za

FOR ANY REPAIRS RELATED ASSISTANCE PLEASE CALL: **087 405 6996**

PLEASE COMPLETE THIS FORM WITH ALL THE NECESSARY FIELDS: THIS WILL ASSIST IN AVOIDING ANY DELAYS IN GETTING THE DEVICE REPAIRED.

Please tick box

REPAIRS

OBF

CLIENT DETAILS

SECURITY CODE

SECURITY PATTERN

NAME:

ADDRESS:

TEL NO:

E-MAIL:

DEVICE BRAND:

DEVICE STORAGE:

DEVICE MODEL:

DEVICE COLOUR:

BOTH IMEI NUMBERS TO BE INCLUDED IN ORDER TO PROCESS REPAIR.

IMEI 1: (15 digits)

IMEI 2: (15 digits)

THE IMEI IS NEEDED TO IDENTIFY THAT THE DEVICE IS A PHONEFAST DEVICE. DUAL SIM DEVICES SECONDARY IMEI NO. MUST BE INCLUDED ON THE FORM.

ACCESSORIES ACCOMPANYING DEVICE (Please tick)

DEVICE

BATTERY

CHARGER

SSD CARD

COVER

MANUALS

BOX

USB CABLE

OTHER ITEMS _____

DEVICE CONDITION (Please tick)

CRACKS

SCRATCHES

DIRT

DROP MARKS

CHIPS

OTHER _____

INDICATE MARKS, SCRATCHES, CHIPS ETC.

TOP



BOTTOM

FAULT DESCRIPTION (Please tick)

SPEAKER

SIGNAL

POWER

DROPPING CALLS

FREEZING

DISPLAY

KEYPAD

BATTERY LIFE

DETAILED FAULT DESCRIPTION

DATE: ____ / ____ / ____

CUSTOMER ID NO: _____

CUSTOMER NAME: _____

PURCHASE DATE: ____ / ____ / ____

CUSTOMER CELL NO: _____

(THIS NUMBER WILL BE USED TO UPDATE CUSTOMER ON THE REPAIR)

I HAVE READ AND ACCEPT THE TERMS AND CONDITIONS SET OUT IN THIS DOCUMENT
PLEASE TICK BOX

CUSTOMER SIGNATURE: _____

PhoneFast OBF, Return & Repair Terms and Conditions

1. All devices will be collected, assessed and where possible repaired in line with the Original Equipment Manufacturers (OEM's) warranty guidelines.
2. **IMPORTANT TO NOTE – CUSTOMERS ARE ABLE TO VISIT ANY OEM APPROVED WALK-IN REPAIR CENTRE TO RECEIVE A QUICKER TURN AROUND TIME ON THEIR REPAIR:**
 - a. All PhoneFast devices carry the full OEM warranty.
 - b. All OEMs are partnered with repair centres around the country. Some of which will have walk-in repair centres which will be able to manage your repair in line with the OEM's warranty. This will in most cases dramatically reduce the turnaround time on your repair.
 - c. Should you wish to proceed to a walk-in ERC you can visit the OEM's website for directions or contact PhoneFast (<https://phonefast.co.za/contact-us/>) and we would be glad to help find a walk-in ERC near the customer.
3. Faulty devices covered under the OEM warranty will be repaired and sent back to the customer at no cost.
4. **IMPORTANT TO NOTE – POTENTIAL QUOTE COSTS:**
 - a. In the event a device which is no longer covered under the Manufacturer Warranty due to
 - i. consumer induced damage to the device (water, physical, etc) and/or
 - ii. the warranty period has lapsed,
 - b. is sent in for assessment / repair, whether or not the aforementioned was known at the time the booking was completed, and
 - i. if the device is found to be Beyond Economic Repair (BER) or
 - ii. The quote provided by the Equipment Repair Centre (ERC) to repair the device is rejected by the customer
 - c. Or the reported fault cannot be replicated, i.e. No Fault Found (NFF)
 - d. a fee of R420.00 inc VAT will be charged and must be paid before the device is released back to the customer.
 - i. This fee covers the cost to receive and assess the device by the ERC.
 - ii. PhoneFast does not generate any profit in this regard.
5. In the case of a REPAIR or an OBF **the complete box and all accessories must be returned** to PhoneFast together with the handset and repairs book-in form if completed manually.

6. IMPORTANT TO NOTE – POTENTIAL TIMELINES:

- a. Depending on the nature of the repair a turn-a-round time of between **7-14 working days** may apply.
- b. In the event additional parts or spares are needed for the repair the repair process could take up to **21 working days** to complete.
- c. Please note that all repairs are sent to independent OEM approved ERC's which are not under the management / control of PhoneFast.
 - i. PhoneFast is not in a position to swop or replace any devices before the outcome from the ERC is received.
 - ii. PhoneFast will make every effort to facilitate a speedy turnaround time but makes not guarantees in this regard.

7. Incomplete details on the repairs book-in form could result in the request being declined and might cause unnecessary delays for which PhoneFast cannot be held responsible for.

8. IMPORTANT TO NOTE – DATA PRIVACY AND BACK-UPS:

- a. In line with the Protection of Personal Information Act (POPIA), we are not authorised to store, access, or back up any third-party information.
- b. We therefore recommend that you back up all personal data, media, and information prior to booking your device.
- c. Please note that PhoneFast Pty Ltd will not be responsible for the loss of any data from the device at any point.
- d. For a full overview of our POPIA compliance, please visit our website:
<https://phonefast.co.za/privacy-policy>.

9. IMPORTANT TO NOTE – ICLOUD / GOOGLE ACCOUNTS

- a. Please ensure that all accounts and/or passwords are removed from the device before it is sent in for assessment / repairs. If these are not removed there will be delays encountered at the ERC.
- b. If an Apple device is booked in, please ensure that the device is removed from the 'find my phone' app as this delays the repair process.
- c. If you are unsure of the deactivation process, please ask your PhoneFast consultant to assist and to supply you with the process.

10. What will void your device warranty:

- a. Each OEM will have their own warranty inclusions and exclusions. The below should serve as a general list of what will void most warranties.
- b. Please visit the official website of the Device Manufacturer to review their warranty terms and conditions.
- c. Below are some examples of what would void a manufacturer's warranty (this list is not exhaustive):
 - i. Consumer induced physical damage beyond what is considered to be fair "wear and tear" (the device has been dropped, bumped, etc.).
 - ii. Liquid damage.
 - iii. Power surges.
 - iv. Repair work by any unauthorised ERC.

11. Out of Box Failure (OBF):

- a. An OBF is defined as a new handset that is faulty when first activated (within the first 7 days).
- b. Criteria to qualify as a valid OBF:
 - v. The handset must have been supplied by PhoneFast.
 - vi. **IMPORTANT** - PhoneFast must be advised of the fault within the first seven days of purchase / delivery.
 - vii. A valid proof of purchase (invoice) or delivery must accompany the handset.
 - viii. Should you not have access to the proof of purchase or delivery please ask the PhoneFast Consultant if they are able to assist.
 - ix. The handset, together with the full contents of the box (i.e.: handset, original battery, charger, cables, manual and any other accessories that was included in the box), must be returned – in the same condition as when it was purchased – with the packaging intact (i.e.: the box must not be damaged).
 - x. The IMEI number on the box must correspond to the device IMEI number.
 - xi. The device, its packaging and accessories condition must be "as new". There must be no physical damage to the handset or its accessories (i.e.: scratched/cracked screen or dents/marks on the body of the handset, liquid damage, etc.).

12. OBF Procedure

- a. Contact PhoneFast to report the device as faulty (within the first seven days).
 - i. Contact us to complete the Return & Repairs Book in form (providing all required information).
 - Call: 087 405 6996
 - Email: repairs@phonefast.co.za
 - Visit our website: <https://phonefast.co.za/repairs-obfs/>
- b. The device will be collected and sent to an OEM approved ERC.
- c. The device will then be assessed and the outcome communicated accordingly.
 - ii. If **APPROVED**, a like for like replacement unit or credit note may be issued.
 - If a replacement is issued it will be dispatched back to the customer accordingly.
 - In the event a credit note is issued
 - If the customer is a business they may opt to have the credit note applied to their account and procure new device(s) at their discretion.
 - If the customer is an Insurers Customer, they may select a new device from PhoneFast's available range.
 - If they opt to upgrade to a more expensive device, they may pay in the difference accordingly.
 - If they opt to downgrade to a cheaper device the difference in price will be paid back to them via an EFT which will take 3 to 5 working days to process.
 - iii. If **REJECTED** (e.g., no fault found, the reported fault cannot be replicated) a fee of R420.00 will be charged. The unit will only be returned once payment is received.
 - iv. To follow up on your OBF please contact the reverse logistics team on 087 405 6996 or email repairs@phonefast.co.za.

13. Repair Procedure

- a. Contact PhoneFast to report the device as faulty.
 - i. Contact us to complete the Return & Repairs Book in form (providing all required information).
 - Call: 087 405 6996
 - Email: repairs@phonefast.co.za
 - Visit our website: <https://phonefast.co.za/repairs-obfs/>
- b. The device will be collected and sent to an OEM approved ERC.
- c. The device will then be assessed at the OEM approved ERC:
 - ii. If the fault can be replicated and the device is still be within warranty it will be repaired accordingly.
 - iii. If the warranty has been voided (see above, “What will void your device warranty”) but the device is still repairable
 - The ERC will generate a quote to repair the device.
 - The quote will be presented to the customer for approval / rejection.
 - If **approved**, the ERC will proceed to repair the device accordingly.
 - Please note the ERC may require payment before the work is completed or before the device is released back to the customer in line with the ERC’s quote terms and conditions.
 - All repair work is covered by the applicable OEM Repair guarantee (please see the OEMs website for more information).
 - If **rejected**, a fee of R420.00 inc VAT will be charged and must be paid before the device is released back to the customer.
 - This is to cover the cost to receive and assess the device.
 - PhoneFast does not generate any profit in this regard.
 - If the reported fault cannot be replicated or not fault is found (“NFF”), a fee of R420.00 inc VAT will be charged and must be paid before the device is released back to the customer.
 - This is to cover the cost to receive and assess the device.
 - PhoneFast does not generate any profit in this regard.

- Forgotten Security Passcodes: If a factory reset is required to clear passwords there will be a R420.00 inc VAT handling charge.
- Once the device is ready to be sent back to the customer we will organise the collection from the ERC and have the device delivered back to the customer.