



returns@mtn.co.za

OUT OF BOX FAILURE (OBF) & DEFECTIVE GOODS

Type of Defect (please tick relevant box)			
OBF (complete page 1, 2 and 3 only)		Defective Good (within 6 months) (complete page 1 and 4 only)	
Collection Request Number		Date	
Claim Number (FRS, RTV, RFC)			

Store Details (please complete all the fields)										
Retailer / Dealer Name										
Store Name										
Contact Person										
Contact Number										
Fax Number										
Email Address										
Store Address										

Sales Information (please complete all the fields)										
Date of Purchase (yyyy-mm-dd)										
Date of Return (yyyy-mm-dd)										
Credit Note Number										
Invoice Number										
Specify customer request by ticking the relevant option:	REFUND		REPLACEMENT							

Handset Details (please complete all the fields)										
Handset Make										
Handset Model										
Original IMEI*										
Replacement IMEI*										
Original Kit Number										
Fault Description (Specify if fault is intermittent)										

(* 15 digit number on the back of the handset visible when the battery is removed OR on packaging of handset)



Completion Check (please indicate with an X or N/A where applicable)			
Battery		Any form of POP	
Charger		OBF Report	
Handset		Claim Attached	
New SIM Card		Handset Damaged	
Bonus Card		Music Cables	
Original Box		Headset	
Proof of Purchase		Inside Packaging	
Software CD		Memory Card	
USB Cables		User Manual	
Other (specify)			

OBF Fault Report Checklist (please indicate with an X where applicable)			
CHECK	YES	NO	IF NO, THEN
Verify that the battery fits the phone			Ensure battery is connected as per instructions
Ensure the battery is not a pirate			Try another charger and/or another electrical outlet (if charger is OK try another battery)
Connect supplied charger to the phone and listen for the charging beep			Ensure the battery is charged (see above)
Press and hold power key to turn on phone			Phone may qualify as a OBF
Verify that the display illuminates			
LCD segments are displayed			
Check keypad operation and tones by depressing keys			Verify phones' menu settings to ensure the tones are set on "ON"
Make a test call			<ul style="list-style-type: none"> • Ensure phone is activated with network • For GSM models verify SIM is properly installed and activated • Ensure that the phone has enough signal to complete a call
Check for liquid damage			Treat as out of warranty repair
Check for physical damage			Treat as out of warranty repair
Check all original contents are in the original box			Treat as standard warranty repair

OBF Section Declaration	
I am aware of the MTN SP Out of Box Failure Procedure and understand that all costs incurred by MTN SP relating to this specific Out of Box Failure Claim will be done by myself if this claim is incorrect or fraudulent. Failure to complete this form will result in it not being processed.	
Store Agent Signature:	
Date:	



MTNSP OBF Verification Acceptance Letter
(to be completed by the Store Agent, Please scratch out if not applicable)

I, _____ (Store Agent's full name in capital letters) hereby confirm that this _____ (make), _____ (model) _____ (IMEI) enclosed was approved for OBF/DOA on reference number _____ (collection number), subject to strict adherence to OBF policy. This unit was checked against the new unit prior to handover to customer and all items not in the OBF approved unit (subject to adherence to OBF Policy) have been returned with this unit. I understand that should this unit not be complete on receipt by MTN the unit will be returned and no credit applied to above unit. Further to this we agree that only one attempt to submit unit will be accepted by MTN in line with manufacturer rule.

Store Agent Signature: _____

Date: _____

OBF Terms and Conditions

1. The handset must have been distributed by MTN SP in South Africa.
2. The handset must be returned to the point of sale within 7 (seven) calendar days from the date of purchase; (activation date/ date of purchase, this includes weekends and public holidays. Calendar days are calculated by excluding the date of purchase and including the 7th calendar day – i.e. the first day of the calculation is the next calendar day after the date of purchase.
3. The Store Consultant must immediately validate the OBF handset with the collections IVR system or the Collections agent when the customer returns the handset (same day of return to the store). The store consultant must ensure the full complete box is returned with no physical or liquid damage.
4. The contents of the box are complete and the packaging is intact (handset, original battery, original charger, original antenna, manual and any other accessories normally included at point of sale).
5. There is no physical damage to the handset or its accessories or signs of neglect due to physical abuse, liquid damage, screen scratched, dents or marks.
6. The IMEI number on the box must match the IMEI number on the handset.
7. The handset must be formally logged for collection within 48 hours; after the validation was approved.
8. Once a collection number is received and the courier company has not collected your OBF stock within 48 hours, immediately follow up with the Collection call centre staff, which will escalate to RTT.
9. The handset must be returned to manufacturer/s for credit within 14 days of the customer's POP date.
10. A valid Proof of Purchase must accompany the handset; the collections staff must include it on the collection.



MTNSP Defective Goods Verification Acceptance Letter

(to be completed by the Store Agent, Please scratch out if not applicable)

I, _____ (Store Agent's full name in capital letters) hereby confirm that this _____ (make), _____ (model) _____ (IMEI) enclosed was submitted for an assessment to HVRC on reference number _____ (collection number), subject to strict adherence to the Implied Warranty policy. The customer has not been provided with a new unit or a refund, which will only be done once the HVRC assessment is complete.

Store Agent Signature: _____

Date: _____

Implied Warranty Terms and Conditions

1. The handset must have been distributed by MTN SP in South Africa.
2. The handset must be returned to the point of sale within 6 months from the date of purchase; (activation date/ date of purchase, this includes weekends and public holidays). The returns period is calculated by excluding the date of purchase – i.e. the first day of the calculation is the next calendar day after the date of purchase.
3. The Store Consultant must immediately book in the defective handset with the collections IVR system for an HVRC Warranty Assessment when the customer returns the handset (same day of return to the store). The store consultant must ensure the complete box in which such handset was packaged, together with its contents, is returned with no physical (excluding normal wear and tear) or liquid damage.
4. A valid Proof of Purchase (POP) must accompany the handset. The collections staff must include it on the collection.
5. The IMEI number on the box must match the IMEI number on the handset.
6. The handset must be formally logged for collection within 48 hours after the validation was approved.
7. Once a collection number is received and the courier company has not collected your defective stock within 48 hours, immediately follow up with the Collection call centre staff, which will escalate to RTT.
8. The handset must be returned to manufacturer/s for credit within 14 days of the customer's POP date.
9. Once the assessment by HVRC is complete, the results will be provided to the store within 15 business days. The Store Consultant may only process a replacement refund or refund after the HVRC ascertained that the device is defective.