



QDI ACCESSORY AND HARDWARE RETURN PROCEDURES

Revised: April 2007

Please familiarize yourself with this section. Our carriers and suppliers are requiring these procedures. Return Authorization Numbers are Required On ALL Returned Merchandise! RMA's are valid for 10 Days from issue - Product received more than 10 Days after issue of an RMA will be refused.

Manufacturers have continued to adopt stricter defective return policies, which we must convey to you. At the point of sale, inform your customer about the warranty offered by the manufacturer. Note: Most warranty instructions are outlined in the product's owner's manual.

Should the product fail in service within the warranty period, the warranty exists between your customer and the manufacturer. If you choose to allow the customer to return the equipment to your store, you should return it to the appropriate factory for repair. You may wish to provide your customer with a loaner. QDI is not a Repair Center and will not handle repairs.

All repairs or non-qualified returns must be handled directly between the dealer and the manufacturer. Credit for returns must have an RMA# and service agreement. Any returns or exchanges that do not follow these guidelines will be returned to the dealer at the dealer's expense. Returns will be credited to the Dealers account at the lesser of the price paid or current market price. This policy is subject to change at any time without notice.

REPAIRS

All repairs in or out of warranty that fail to qualify for the manufacturers' DOA program must be dealt with directly between the Authorized Dealer and the Manufacturer.

Please see the attached Manufacturer's Telephone Directory on the last page for contact information on handling repairs.

If you have any questions, feel free to contact the Returns Department at: (602) 445-2552 or 1-800-877-3002 at Ext. 2552.

QDI General Return Guidelines

Returns Procedure

Dealer must request an RA from the QDI Returns Department by faxing the attached RA Request Form to (602) 445-2650. QDI will fax a Return Authorization to the Dealer. Only items listed on the Return Authorization will be accepted - all other items will be returned to the Dealer and shipping charges will be billed to the Dealer's account. Please make sure that the RA number is clearly marked on each carton. Dealer is responsible for all shipping costs to QDI.

Please ship all returns to this address:

QDI

Returns Department RA# _____

2424 S. 21st Street

Phoenix, AZ 85034

RMA's are valid for 10 days from issue - Product received more than 10 Days after issue of an RMA will be refused.

Non-Qualified Returns

Any phone or accessory refused or sent back to QDI by the Carrier or Supplier will be billed to the Dealer's account and shipped back at the Dealer's expense. Be sure to send all required Documentation, accessories, and packaging with your returns to speed the process of crediting your account and avoiding product being sent back as non-qualified. Any Dealer refusing a shipment from QDI will not receive credit for the refused shipment, be charged the freight costs, and will forfeit all privileges to return product to QDI.

Stock Balancing

QDI does not accept handsets or accessories for return under the reason of Stock Balancing. All handsets must meet the current return criteria and qualifications of the carrier or vendor who supplies the phones to QDI.

A 20% restock fee will be made to dealer's accounts for any product returned that is deemed 'over-stock'

Pre Paid Airtime Cards

There are no returns on Pre Paid Airtime Cards from any carrier or supplier.

On the Go Accessory Returns

Dealers will receive a 2% discount off invoice for all On the Go accessory purchases as an allowance for defective product. With this allowance for defective aftermarket accessories, you will no longer need to contact the Returns Department for an RA or to return defective product, saving you time, money, and effort to ship back returns and track credits.

OEM / Other Accessory Returns

- Proof of purchase required.
- Warranty will vary by manufacturer.
- QDI reserves the right to determine whether an accessory is returnable under the manufacturers' warranty policy.
- Warranty does not cover abuse, misuse, improper installation, or products with serial number or labels removed or altered. Such defective product will be returned at dealer's expense.

QDI / T-MOBILE Return Policy

Due to the time sensitive nature of T-MOBILE returns, all Dealers will need to process their returns on a weekly basis. Letting phones accumulate in your stores may cause them to be ineligible for return to T-MOBILE. The following dates and timelines are crucial to processing your return:

ALL REQUIREMENTS MUST BE MET:

1. End user must have returned the phone within 14 DAYS of activation. Any issues after the first 14 DAYS should be referred to T-MOBILE Customer Care at 800-937-8997. (See attached phone replacement program)
2. Dealer must request RA # and ship the phone to be received by the QDI Phoenix Returns Department within 10 days of End-user return to Dealer.
3. T-MOBILE must have sold the phone to QDI within 90 days prior to return by the end user.

In addition to the timelines above, the following requirements must also be met:

1. Phones must be returned as a complete kit including all supplied accessories and parts in a T-MOBILE box. (Note - the IMEI # on the phone does not have to match the IMEI # on the box.)
2. All phones must be returned with a SIM card.
3. End-user proof of purchase must accompany each return. This can be a copy of the Service Agreement or a copy of the receipt showing the IMEI number.
4. T-MOBILE SUBSCRIBER RETURN FORM MUST BE COMPLETED

Any phone returned to QDI that does not meet the requirements listed above, is missing a SIM card, supplied accessories, End User proof of purchase OR T-MOBILE SUBSCRIBER RETURN FORM will be returned to the Dealer and shipping charges will be billed to the Dealer's account. Phones refused by T-MOBILE and returned to QDI that are out of warranty due to failing to meet requirements listed above, date code or customer abuse (liquid damage, dropped phone resulting in cracked LCD, broken antennas, etc...) will also be returned to the Dealer at the Dealer's expense.

T-MOBILE WIRELESS
PHONE REPLACEMENT PROGRAM
LIMITED WARRANTY
HIGHLIGHTS OF THE REPLACEMENT PROGRAM

The Phone Replacement Program has been established to provide a centralized, consistent quality service center to troubleshoot and replace defective handsets. This program is designed to provide service directly to the customer - dealers need only to advise customers that the service is available.

The Phone Replacement Program eliminates the need for dealers to refer their customers to T-MOBILE stores, helps dealers maximize staff time by handling most handset problems outside the retail store, and gives faster and convenient service to our customers by delivering handsets generally within two to three days.

T-MOBILE HANDSET REPLACEMENT PROGRAM

Customers who report handset problems 14 DAYS after handset purchase MUST use the T-MOBILE Handset Replacement Program. Subscribers call T-MOBILE Customer Care at 800-937-8997, twenty-four hours a day, seven days a week with handset related problems.

The Subscriber must be available during this call. Authorized Dealers and Retailers will not be allowed to facilitate this process for the end user. Customer Care troubleshoots the problem and enters the appropriate service orders to the TMOBILE Repair Center. For handset defects covered under the manufacturer's warranty, replacement phones are shipped directly to the customer. The customer returns the defective unit in a prepaid manner. Coverage issues are still the responsibility of the Dealer. Exchange and repair services are available for (see explanation below):

Advanced Exchange - Replacement phone is advanced to the customer
Post Exchange - Customer sends their phone in first
Repair and Return - Not an exchange

ADVANCED EXCHANGE

Replacement phone is advanced to the customer. Replacement equipment from the exchange inventory is delivered via UPS expedited service to the customer. The customer removes the SIM card from the defective phone and places the defective phone in the mailing carton. A prepaid mailing label is included, which the customer uses to return the defective equipment by U.S. mail to the repair center.

POST EXCHANGE

Customer sends their phone in first. Customer Care provides the customer instructions to remove their SIM card and send the defective equipment to the T-MOBILE Repair Center. The T-MOBILE Repair Center checks the phone to verify that it is under warranty. Once verified, the T-MOBILE Repair Center ships replacement equipment to the customer. Equipment that is not under warranty is returned to the customer.

REPAIR AND RETURN

Not an exchange. Customer Care provides the customer with instructions to remove their SIM card and send the defective equipment to the T-MOBILE Repair Center, which repairs the equipment and returns the phone to the customer.

ODI / Alltel Wireless Return Policy

Returns Procedure

Dealer must request an RA from the QDI Returns Department by faxing the attached RA Request Form to (602) 445-2650. QDI will fax a Return Authorization to the Dealer. Only items listed on the Return Authorization will be accepted - all other items will be returned to the Dealer and shipping charges will be billed to the Dealer's account. Please make sure that the RA number is clearly marked on each carton.

Process Description: Centralized DOA Program - Agent Phones

Definition: D.O.A. Phone - A brand new phone that was sold to an approved ALLTEL agent by ALLTEL Communication Products (ACP), that was found to be defective within the original manufacturer's cumulative minutes of use and aging from date of purchase specifications. The defect cannot be the result of misuse or abuse, such as water damage.

Processes: These steps must be followed to process a DOA return.

Copies of the DOA return form should be kept at the agent location. The ESN, phone model, and trouble found should be logged onto the DOA Claim Form as soon as the phone is identified as a DOA.

1. Evaluate the handset to determine if the phone qualifies as a DOA return.

Select trouble code that most accurately describes the defect symptom, and check that box on the DOA Claim form.

a. To qualify as a DOA phone with a proof of purchase such as a register receipt or billing system ESN history. The phone must have been returned within 30 days of the original date of purchase regardless of cumulative minutes on the cumulative call timer. A register receipt or a billing system ESN history showing the original date the phone was put into service qualifies as a "proof of purchase".

b. **PROOF OF PURCHASE** :A copy of the dated store receipt and ESN switch **MUST** accompany the product to validate the correct DOA period. **(A HANDWRITTEN RECEIPT OR CONTRACT IS NOT ACCEPTABLE)** NO DOA service can commence without this record and will result in delaying service and possibly resulting in the Alltel DOA Center returning your product to you without any prior notice.

c. To qualify as a DOA phone without proof of purchase. The phone must have less than 90 cumulative minutes on the cumulative call timer.

d. Water damage and customer abuse is not covered by the manufacturer's warranty for DOA or warranty repair.

e. If the phone is identified as a DOA before being sold to the customer, the phone must be checked for time-in-store with the Agent. The phone may not have been at the agent location for more than 120 days. Provide a copy of the purchase order from ACP on which the phone originally arrived at the location in lieu of a customer proof of purchase along with the completed DOA Claim form.

2. If the phone qualifies as a DOA return, the agent should replace the phone for the customer using new equipment from their inventory. If the phone does not qualify as a DOA, the Agent is responsible for sending the phone to the manufacturer for warranty repair.

3. Equipment returned under the DOA program must be complete (i.e. complete box, phone, charger, battery(s), manuals, etc.). Units returned not appropriately packaged will be denied as DOA and returned to the Agent, and no credit will be issued.

4. Complete an ALLTEL DOA Claim form with the following information and securely attach it to the DOA unit:

- The Agent account number.
- The contact name at the store.
- The contact phone and fax numbers at the store.
- The manufacturer, item ID (i.e. T2260), and ESN of the phone being returned
- The trouble code number most closely describing the reason the phone is being returned.
- Attach a copy of the customer's sales receipt or other proof of purchase verifying original date of purchase by the customer(if applicable). Units with no proof of purchase must have no more than 90 cumulative minutes of use.
- For unsold units, a copy of the ACP packing list originally received with the unit. Attach the proof of purchase to the DOA claim form.

5. Return the complete equipment package with the DOA form and copy of customer receipt to the DOA Processing Facility. Ship the unit ground delivery.

6. It is recommended that the originating location retain a copy of the DOA Claim form, and the proof of purchase for a period of 90 days

7. Phones will be returned to the originating location with a return form, if any of the following are found:

- Phone does not qualify as a DOA under the manufacturers specifications, including aging from date of purchase, cumulative minutes of use, or incomplete packaging.
- The DOA form is missing or incomplete.
- Customer proof of purchase is missing, and the unit has more than 90 cumulative minutes. _ Phone is water damaged, or customer abuse is found.

8. A file listing qualified DOA phones by Agent will be sent to ACP weekly. ACP will issue credit based on this listing.

9. Do not send locked phones to the DOA facility. Locked phones will be returned.

NOTE: This process covers only the necessary steps for the physical return of DOA PHONES by the agents to the Central DOA Facility. Do not send pagers or accessories to the Phone DOA Facility.

Attachment "A"

Central DOA Facility

DOA Criteria By Manufacturer

Audiovox

- With a proof of purchase, the phone must have been returned within 30 calendar days of the original date of purchase regardless of minutes of use.
- Without a proof of purchase, the phone must have less than 90 minutes of cumulative use as indicated by the cumulative timer.
- The phone must have all originally packaged accessories, and an original box. The box from the outgoing replacement is sufficient. The ESN on the box does not have to match the phone.

LG

- With a proof of purchase, the phone must have been returned within 30 calendar days of the original date of purchase regardless of minutes of use.
- Without a proof of purchase, the phone must have less than 90 minutes of cumulative use as indicated by the cumulative timer.
- The phone must have all originally packaged accessories, and an original box. The box from the outgoing replacement is sufficient. The ESN on the box does not have to match the phone.
- The phone must not have been at the location for more than 90 days.

Kyocera

- With a proof of purchase, the phone must have been returned within 30 calendar days of the original date of purchase regardless of minutes of use.
- Without a proof of purchase, the phone must have less than 90 minutes of cumulative use as indicated by the cumulative timer.
- The phone must have all originally packaged accessories, and an original box. The box from the outgoing replacement is sufficient. The ESN on the box does not have to match the phone.
- The phone must not have been at the location for more than 300 days.

Motorola

- With a proof of purchase, the phone must have been returned within 30 calendar days of the original date of purchase regardless of minutes of use.
- Without a proof of purchase, the phone must have less than 90 minutes of cumulative use as indicated by the cumulative timer.
- The phone must have all originally packaged accessories, and an original box. The box from the outgoing replacement is sufficient. The ESN on the box does not have to match the phone.

Nokia

- With a proof of purchase, the phone must have been returned within 30 calendar days of the original date of purchase regardless of minutes of use.
- Without a proof of purchase, the phone must have less than 90 minutes of cumulative use as indicated by the cumulative timer.
- The phone must have all originally packaged accessories, and an original box. The box from the outgoing replacement is sufficient. The ESN on the box does not have to match the phone.

EXCEPTION: If the manufacturer makes a specific exception to the DOA criteria for one or more units, a document from a manufacturer's representative must be attached to the unit(s) being returned under the exception. A printout of an email from a manufacturer's representative will suffice.

Attachment "B"

Checking Cumulative Call Timers

Audiovox

CDM130XLA menu(softkey)+4+2

CDM3300 menu+3+1

CDM4000 F+4+1+4+F(to exit)

Kyocera

QCP2035 menu+right arrow to "settings"+select+down arrow to "call information"+select+down arrow to "all calls"+select

QCP860 menu+3+3

Motorola

4500LB ctrl+#+#+#+#

4500M ctrl+#+#+#+# ctrl+end to exit

STARTAC786X rcl+#+#+#+#

DPC650EBK rcl+#+#+#+#

T2260 rcl+#+#+#+#

Most analog rcl+#+#+#+#

V60 menu+down arrow to "recent calls"+select+down arrow to "call times"+select+down arrow to "lifetime"+select

Nokia

N282 menu+2+5+down arrow to "lifetime"+select

5180 menu(softkey)+3+5+3

5185I menu(softkey)+3+5+3

6185 menu(softkey)+2+5+3

Attachment "C"

Sample DOA Transaction

1. A customer brings into an agent a T2260 that is potentially a DOA phone.
2. The agent representative attentively listens to the customer's explanation of the issue.
3. This phone has a bad display that is occasionally turning off.
4. The Agent representative should:
 - a. Determine how long ago the customer purchased the phone.
 - b. Ask if the customer still has the original sales receipt.
 - c. Checks the cumulative minutes of use on the phone.
 - c. If there is no sales receipt, the ESN history from the billing system that shows the date the phone was put into service should be printed out.
5. The agent representative determines that the phone does qualify as a DOA based on the comparison of the manufacturer's (Motorola) specifications. The phone was purchased less than 30 days ago, the customer did not have a receipt, but the ESN history in the billing system confirms that the phone was put into service less than 30 days ago.
6. A replacement phone is transacted by the agent, and given to the customer.
7. The customer is now satisfied and leaves the location.
8. The DOA Claim form must be completely filled out, and the proof of purchase must be attached to the DOA claim form.
9. The DOA claim form and proof of purchase must be securely attached to the defective phone.
10. The phone is then sent to the DOA processing facility via ground delivery.
11. The DOA processing facility processes the unit.
12. Since all the manufacturer's DOA requirements were met, and all of the required paperwork was attached, the phone was processed and not sent back to the location.
13. Once the DOA processing facility has qualified the unit as a DOA, credit will be issued from ACP. **Note , that under the new criteria, if a proof of purchase was not available, as long as the unit had less than 90 cumulative minutes of use, the phone would still qualify as a DOA unit.

Agent DOA Quick Reference Guide

DOA Scenarios:	What to Do:
DOA: < 30 days & unlimited minutes with receipt. 90 minutes without a receipt. New unit off the shelf	(Quick Steps**Please see DOA Program guidelines for detailed instruction)
(bad out of box). Unit must have been purchased from Alltel Communications Products.	<ul style="list-style-type: none"> _ Confirm phone is qualified (don't forget POP paperwork) _ Complete DOA paperwork _ Ship phone, POP and copy of DOA paperwork to Centralized DOA Center _ File copy of paperwork at agent location
Customer returns a DOA phone purchased from an agent. Unit must have been purchased from Alltel Communications Products.	<ul style="list-style-type: none"> Confirm phone is qualified (don't forget POP paperwork) Complete DOA paperwork _ Ship phone, POP and copy of DOA paperwork to Centralized DOA Center _ File copy of paperwork at agent location
Customer Returns a Phone not purchased from ACP	ALLTEL cannot process this unit. The unit must be returned to the original vendor.
Customer returns a phone purchased at an ALLTEL store or retail location.	<ul style="list-style-type: none"> The unit must be returned to the store or retail location so a replacement or credit can be issued. The agent should send the unit back to the manufacturer for repair.
Customer returns a unit that is outside the DOA criteria, but is still under the manufacturers repair warranty.	

POP=Proof of purchase

MANUFACTURER TELEPHONE DIRECTORY

Revised: March 1 2005

Audiovox

Phone: 1-800-229-1235

Fax: 1-516-273-8056

LG InfoComm

Phone: 1-800-793-8896

<http://WWW.LGESERVICE.COM>

Motorola

Phone: 1-800-331-6456

Fax: 1-800-992-6456

Nokia

Phone: 1-800-666-5553 or 1-888-665-4228

Kyocera

Phone: 1-800-349-4478

phone-help@kyocera-wireless.com

Samsung

Phone: 1-888-987-4357

Fax: 1-972-761-7001

Siemens

Phone: 1-888-777-0211

Sony-Ericsson

Phone: 1-866-766-9374

T-MOBILE Customer Care

Phone: 1-800-937-8997