

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)

- | | | |
|-------------------------------|---------------------------------------------------|---------------------------|
| Device Related: | | Accessory Related: |
| 01__ Power Problem | 11 __SIM related failure | 19 __Handsfree Failure |
| 02 __Displaying "insert SIM" | 12 __Other: (Please Explain): | 20 __Charger Failure |
| 03 __Displaying "No Service" | | 21 __Battery Failure |
| 04 __Audio related problems | Service Related: | 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 _____