

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)

<p>Device Related:</p> <p>01 __ Power Problem</p> <p>02 __ Displaying "insert SIM"</p> <p>03 __ Displaying "No Service"</p> <p>04 __ Audio related problems</p> <p>05 __ Charging problems</p> <p>06 __ Can't make/receive calls</p> <p>07 __ Keys not working</p> <p>08 __ Will not Power On</p> <p>09 __ Didn't like phone</p> <p>10 __ Pre-paid kit return</p>	<p>11 __ SIM related failure</p> <p>12 __ Other:</p> <p>Service Related:</p> <p>13 __ Billing Problem</p> <p>14 __ Competitor- better phone pkg</p> <p>15 __ Competitor- better rate plan</p> <p>16 __ Poor or no PCS coverage</p> <p>17 __ System problems – dropped, static busy calls</p> <p>18 __ Moved out of area</p>	<p>Accessory Related:</p> <p>19 __ Handsfree Failure</p> <p>20 __ Charger Failure</p> <p>21 __ Battery Failure</p> <p>22 __ Data Cable Failure</p> <p>23 __ Other:</p>
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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 _____