

# Returns Policy for Handsets

## Free-of-charge replacement of faulty handsets

### Conditions

- The fault is reported to us within 14 days of the date of delivery to you
- The reported fault is covered by the manufacturer's warranty.
- The fault is not the result of operator misuse or damage.
- The handset is returned in its original box complete with all accessories and manuals.
- The handset **together with box and packaging** are securely parcelled or wrapped by you to prevent damage in transit back to us.
- The faulty handset is available for collection and replacement by us on a like for like basis within 5 working days of the fault being reported to us.

### Exclusions

- The faulty handset is not available for collection by us within the 5 working days stipulated above, in which event a replacement handset will not be left with you. ***There are no exceptions to this.***
- The handset, accessories and packaging when inspected are found to be damaged, incomplete or incorrect (e.g. different make, model or IMEI). Genesis will then automatically return the goods to you and charge the full cost of the replacement to your account.
- We will not arrange collection of goods with a value of less than £20.00

## Collection of unwanted handsets and application of credit to your account

### Conditions

- The unwanted handset was not ordered by you.
- You report the delivery to us within 5 working days of receipt and we issue a RMA number to you.
- The RMA and returned goods must match our database records.
- Goods returned without an RMA number may result in a delay in or refusal of credit.
- The handset is returned as new in its original box complete with all accessories and manuals.
- The handset **together with box and packaging** are securely parcelled by you to prevent damage in transit back to us.
- You make the handset available for collection by us within 5 working days of reporting.

### Exclusions

- The unwanted handset is not available for collection by us within the 5 working days stipulated above, in which event no credit will be applied to your account. ***There are no exceptions to this.***
- The handset, accessories and packaging when inspected are found to be damaged, incomplete or incorrect. (E.g. different make, model or IMEI). In that event, we will automatically return the handset to you and its full cost will remain charged to your account.
- We will not arrange collection of goods with a value of less than £20.00

## **Repair of faulty handsets and the Genesis loan 'phone service**

### Conditions

- If you contact us, we will arrange the collection of your handset and a loan 'phone to be sent out to you, upon request. A RMA will be issued to you for return with the faulty handset(s).
- We cannot guarantee to offer the same make and/or model when issuing a loan 'phone; however we will use our reasonable endeavours to match like with like whenever we can.
- If the handset is returned before expiry of the manufacturer's warranty, **and** the fault is not the result of operator misuse or damage, then the repairs will be carried out free of charge.
- If the handset is not covered by warranty, any repairs up to the value of £45 will automatically be carried out and you will be invoiced £45 + vat in accordance with our fixed price agreement.
- If the repair charge will be in excess of £45 + vat, we will contact you with a repair estimate for your consideration.
- You will have 21 days in which to send us your written acceptance or refusal of the estimate.
- In the absence of your acceptance or refusal within 21 days, the item will be returned to you unrepaired and a charge not exceeding £25.00 + vat will be applied to your account.

### Exclusions

- We will not accept goods found to be damaged beyond economical repair.
- Any difference between the goods detailed on the RMA/our database and the goods actually returned will result in only the correctly documented items being repaired.
- Upon our receipt of goods not appearing on the RMA; or upon discovery of any previously undisclosed fault we will contact you to discuss the issue of an additional RMA and/or the provision of a further repair estimate.
- We will not arrange collection of goods with a value of less than £20.00

## **Returns Policy for Accessories (excluding handsets)**

### **Faulty accessories**

We will (at our discretion) provide a free of charge replacement or apply a credit to your account.

### Conditions

- The goods are returned to us at your cost within 12 months of the date of purchase
- The fault is not the result of operator misuse or damage.
- The fault is reported to us prior to return and we have issued a RMA number for the goods.
- The RMA and returned goods must match our database records.
- Goods returned without an RMA number may result in a delay in or refusal of replacement or credit.

### **Unwanted accessories**

We will (at our discretion) exchange the item or apply a credit to your account.

### Conditions

- The goods are returned to us at your cost within 28 days of the date of purchase.
- The goods were not ordered in specifically for you.

- You have reported to us prior to return and we have issued a RMA number for the goods.
- The RMA and returned goods must match our database records.
- Goods returned without an RMA number may result in a delay in or refusal of exchange or credit.

#### Exclusions

- Any goods not received in the condition in which they were supplied, and/or showing signs of misuse or damage will not be eligible for replacement, exchange or credit.
- Any difference between the goods detailed on the RMA/our database and the goods actually returned will result in only the correctly documented items being replaced, exchanged or credited.
- For hygiene reasons, earpieces or similar will not be accepted back for replacement, exchange or credit.
- Any items not supplied by us will not be replaced, exchanged or credited and will be returned to you; a charge not exceeding £25.00 + vat will be applied to your account.