

# Return Form

Please always enclose a copy of the delivery and warranty note.

## Your personal information (please fill out completely)

Company: _____	Mobile number: _____
First name: _____	Daytime number: _____
Last name: _____	E-mail: _____
Street, no.: _____	I have Sunrise protect Insurance: <input type="checkbox"/> yes <input type="checkbox"/> no
ZIP code, city: _____	

## Returns/reason for repair

Received the wrong delivery.  Device does not work.

## Mobile phone information

Brand/model: _____
IMEI-number*: _____
Accessories: _____
Error description: _____

\* The 15-digit serial number (IMEI) will appear on the mobile phone display when you dial \*#06# or can be found on a sticker under the battery.

### Conditions for returns and repairs

The packaging may not be damaged and the contents must be complete and in their original packaging. Defects in a new device will generally only be recognized as such if the device was used for calls for no longer than fifteen minutes. If this duration of use was exceeded, the right to exchange the device expires and the defective mobile phone will be repaired. The return must be received by Sunrise within three working days after receiving the product. Sunrise assumes no liability for shipments not sent by registered mail.

Please use the prepaid return label enclosed and send this form back to us along with the device to be returned. Sunrise reserves the right to immediately send back to you devices that do not meet the above criteria.

### Transport damages

If after receiving the package you discover that the contents are missing or damaged, we ask that you take the package received from us to your local post office in accordance with the post's damage and loss guidelines in order to confirm the missing or damaged contents by means of a damage or loss report. After receiving the damage or loss report from the post, you will immediately receive a credit and/or a replacement delivery from us.

### Repairs

We guarantee that your device will be professionally repaired by a service center licensed by the manufacturer. If the warranty period has expired, you will receive a cost quote that you must confirm before repairs begin. Please observe the warranty conditions on the warranty note. Even in the case of a cost quote, we are entitled to charge a flat rate for transport, error diagnosis and processing. Sunrise assumes no liability for any kind of data saved on the device. We recommend securing these data on a separate data storage device before sending in the device. Responsibility for the device lies exclusively with the service center certified by the manufacturer for the duration of the repairs. We make an effort to keep the repair time as short as possible and will, if possible, provide you with a replacement device for the duration of the repairs.

### SIM card

If your SIM card does not work after receiving it, please contact our Helpline (toll-free call). Residential customers please call 0800 707 707, business customers 0800 111 555.

## Signature

I hereby confirm that I have taken note of the warranty conditions as well as the Sunrise conditions for returns and repairs.

Place/Date: \_\_\_\_\_ Signature\*\* \_\_\_\_\_

\*\* Legal signature. The parent or legal guardian must sign for minors or those under guardianship.

**Please return original form only.**

