

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 _____ Zip _____

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