

TELSTRA/BOOST PRE-PAID & UNLOCKED PRODUCTS RETURN PROCESS

IMPORTANT: RETAILERS SHOULD NEVER REPLACE A HANDSET OR BROADBAND DEVICE IN-STORE UNLESS THE FOLLOWING PROCEDURES ARE STRICTLY ADHERED TO:

⇒ ELF(EARLY LIFE FAILURE) PRODUCTS RETURN CHECK LIST (WITHIN 30 DAYS)

Note the 30 Day period includes the shipping of the device back to J&M Communications

1. Verify that the device is in returnable condition:

- Is the sales pack complete?
- Is there any form of physical damage/scratch marks due to trauma?
- Are there any visible signs of liquid ingress?
- Unit must not have lock codes / passwords

Important Physical/liquid damaged units or scratched units VOIDS any warranty and If retailers choose to replace handset before requesting an RA it would be at their own risk

2. Information required:

- Device IMEI number
- Fault description as accurately as possible
- Proof of purchase must include device IMEI number
- Retailer Details
- Call J&M Communications prior to proceeding to confirm the device is DOA/ELF

VIC/NSW/SA – 03 9548 8899

WA 08 9408 5133

3. After confirmation please send faulty device with complete packaging to J&M Communications;

- **VIC/NSW/SA Clients**– Unit 19 / 104 Ferntree Gully Rd, Oakleigh East, VIC 3166
- **WA Clients** – Unit 4 / 9 Caloundra Rd, Clarkson, WA 6030

Important Retailer must ensure the package has **EVERYTHING** it originally contained at the time of sale: booklet, headsets, battery, sim card to avoid RA being rejected

⇒ OUTSIDE ELF PERIOD (OVER 30 DAYS FROM DATE OF PURCHASE):

For devices outside the ELF period, Standard Australian Manufacturer warranty applies

The customer **contacts** the authorised repair centre or manufacturer

Please see below addresses and contact phone numbers of the manufacturer / repair centres:

• **NOTE – Please DO NOT send devices without contacting the relevant repair centre/manufacturer.**

Telstra Handsets & Broadbands	All other brands - Authorised repair centres and Manufacturer contact info	
National Repair Centre Door 3, 11-13 Ash Road, Prestons, NSW, 2170 Phone: 1300 881 270 Self Service Repair link - https://www.telstra.com.au/webforms/mobile-faults-self-service/index.cfm E: Telstra.DeviceCare@team.telstra.com	Nokia qcare Suite 1, 20 Smith Street, Parramatta, NSW, 2150 P: +61 2 9891 4608 NOKIA – 1300 366 733 E : customerService@qcare.net.au Aspera P: 1300 656 456 http://service.asperamobile.com/service/	HTC Quantum Service And Logistics Unit 11, Slough Business Park NSW 2128 P: +61 2 8767 2200 HTC 1800 987 039 E: info@qsl.net.au RugGear P:1300 486 844 E: tough-mobile@ruggear.com.au
	Samsung [VIC] Samsung Experience Melbourne Central Level 2, Melbourne Central Shopping Centre, 11 La Trobe St, Melbourne VIC 3000 P: 1300 425 299 [WA] Samsung Service Northbridge DIGIMOB 1/260 Newcastle St, Northbridge, 6003 P:08 6444 9940 Other States 1300 425 299 contact for nearest centre	Alcatel / Huawei / LG Roadhound 14 Pendlebury Road PO Box 460, CARDIFF NSW 2285 P: 1800 824 271 Huawei 1300 482 934 LG 1300 542 273 ZTE http://www.zte.com.au/telstra/zte-support-form_AU.htm P: 1300 789 475
	OPPO P: 1300 00 6776 (OPPO) E: support@oppomobile.com.au	