

Returns Form

Accessories Store

eir-store.ie Returns, Sandyford Business Centre, 1 Burton Hall Road, Sandyford Industrial Estate, Dublin 18, Ireland. D18 HN56.

For terms and conditions please visit <https://eir-store.ie/pages/delivery-returns>

Please note this returns form is only for purchases made through the eir-store.ie web store

To return your purchase for a refund or a replacement, within warranty, please fill out the details below. Once completed, you can arrange your free collection via <https://www.anpost.com/Post-Parcels/Clickand-Post>. Select **eir-store.ie** as the retailer and use your **order number** as the 'Retailer order reference'.

You must include a copy of this form with your return

Customer Name

EIRO Order Ref

Click & Post Tracking Ref

Please select your reason for return?

14 Day Change of Mind

Faulty Product

If your product is faulty, please provide the full fault detail:

Please ensure you have completed the below checklist before sending your return to our service center

Have you packaged your parcel safely and securely?

Have you removed sim cards / memory cards / phone cases / screen protectors?

Do you require a refund on your purchase or a replacement product?

Refund

Replacement

If you have selected a replacement, **you must contact our support team at customersupport@fonua.com**, if not, a refund will be processed in it's place. We will contact you with the details of your replacement order once the return has been processed. If you have selected a refund, our team will process your refund within five working days of your product being received into our service center.