

Cel-Fi Returns form



CEL-FI
by NEXTIVITY™

Return Authorisation Code:

We hope you are happy with your Cel-Fi purchase. However if you are not completely satisfied with your purchase we are happy to offer a refund in line with our returns policy.

You can view our returns policy at: signalboosters.co.uk/pages/terms-and-conditions
Please complete all fields (*)

Sales Order Number*	Serial Number	Quantity*	Refund 'R' OR EXCHANGE 'E'	Reason Code*	Replacement Network	Replacement Item Description
eg: 59950	933823000221	1	E	I	O2	Cel-Fi PRO - O2

PLEASE FILL IN YOUR DETAILS BELOW:

RETURN REASON CODES

A	Different from website description	C	Product arrived too late	E	Defective/ Does not work properly	G	No longer needed / wanted	I	Ordered for the wrong operator
B	Incompatible or not useful for intended purpose	D	Performance or quality not adequate	F	Item is damaged	H	Different from what was ordered	J	Other, please give details

DELIVERY AND RETURNS NOTES:

- Please complete the above returns form and email to info@signalboosters.co.uk
- Our Customer Service Team will then issue you with a Return Authorisation code. Once received please enter the code in the space provided above and include with your securely fastened parcel
- Make sure you retain proof of postage until we acknowledge that your return has been received
- All refunds and exchanges must be returned 'as new' to Cel-Fi in their original packaging, with all guides etc within 14 days of purchase

Please return your item(s) back in its/their original manufacturers packaging. Please include all packaging, parts, accessories, manuals and documentation. Incomplete/scratched returns will incur a 20% restocking fee deducted from the original payment. Items returned with deliberate or accidental damage will not be refunded.

- Please package your item(s) with shockproof material. There must be a sufficient amount of protection around the elements so that they do not touch the inner surfaces or move inside the box. If the product arrives damaged as a result of poor packaging we will not be able to restock the item and therefore will not be able to offer a full refund
- When the return has been approved, your refund will sent to your original payment method
- Our complete terms and conditions are available at: www.signalboosters.co.uk/terms-conditions. Faulty products that are outside the 14 day limit may be covered by a manufacturers' warranty.
- Please contact the manufacturer directly
- **Please sign and date below to confirm that you agree to our terms and conditions that are available at: signalboosters.co.uk/pages/terms-and-conditions**

*Name:

*Signature:

*Date: