

Returns Process – Telstra and Boost Mobile Handsets TASMANIA

Under NO circumstances should a faulty Telstra handset be replaced in-store. The following procedures should be strictly adhered to.

Please ensure the package has EVERYTHING it originally contained at time of sale, booklet, headsets, battery etc. The Starter Kit/Sim Card is retained by the customer.

ELF (Early Life Failure):

Retailer must confirm handset falls within manufacturer's specified ELF (early life failure) warranty period by checking the customer's purchase receipt.

Retailer must check handset to verify fault.

If phone is in the ELF period and found to be faulty the retailer contacts the manufacturer to organise a replacement handset.

Huawei	1300 881 525	30 days
LG	1300 881 525	30 days
HTC	1300 881 525	30 days
Nokia	1300 881 525	30 days
Samsung	1300 881 525	30 days
Sony Ericsson	1300 881 525	30 days
Telstra (ZTE)	1300 881 525	30 days

Outside ELF Period:

Outside the ELF period normal warranty applies for each individual manufacturer.

The **customer** contacts the repair centre and will receive information about sending the handset for repair.

Addresses and contact phone numbers of the manufacturers:

Huawei Devices:

Repair Centre

Unit 2, Block U, 391 Park Rd
Regents Park NSW 2143
Phone: 1300 881 270

ZTE, HTC, Sony Ericsson, Motorola, National

LG, Alcatel and Nokia Devices:

Fonebiz Repair Centre
Unit 4, 189 Woodville Rd
Villawood NSW 2163
Phone: (02) 9597 8900

Samsung Devices:

1300 362 603

Faulty/Damaged Mobile Recharge:

Generally this is when the scratch panel has been scratched making the 12 digit recharge number eligible.

Customer contacts Telstra on: 1800 650 198 to get amount credited straight to their phone.

Please note this is the only way you will not be out of pocket, as Telstra do not offer a return/credit process.

Trouble Shooting:

Wireless Broadband

Huawei Devices: 1800 330 943

ZTE Devices: 1300 789 475

If retailers choose to replace a handset for the customer it is at their own risk. From past experience handsets may have been physically damaged/liquid damaged by the customer and the replacement/warranty procedures are then null and void.

Enquiries call SN Phones on 1300 881 525