



## **QDI ACCESSORY AND HARDWARE RETURN PROCEDURES**

Revised: January 2015

Please familiarize yourself with this section. Our carriers and suppliers are requiring these procedures. Return Authorization Numbers are Required on ALL Returned Merchandise! RMA's are valid for 10 Days from issue – Product received more than 10 Days after issue of an RMA will be refused.

Manufactures have continued to adopt stricter defective return policies, which we must convey to you. At the point of sale, inform your customer about the warranty offered by the manufacture. Note: Most warranty instructions are outlined in the product's owner's manual.

Should the product fail in service within the warranty period, the warranty exists between your customer and the manufacture. If you choose to allow the customer to return the equipment to your store, you should return it to the appropriate factory for repair. You may wish to provide your customer with a loaner. *QDI is not a Repair Center.* All non-qualified returns must be handled directly between the dealer and the manufacture. Credit for returns must have an RMA# and service agreement. Any returns or exchanges that do not follow these guidelines will be returned to the dealer at the dealer's expense. Returns will be credited to the Dealers account at the lesser of the price paid or current market price. This policy is subject to change at any time without notice.

### **REPAIRS**

All repairs in or out of warranty that fail to qualify for the manufactures' DOA program must be dealt with directly between the Authorized Dealer and the Manufacture. Please see the attached Manufacture's Telephone Directory on the last page for contact information on handling repairs.

If you have any questions, feel free to contact the Returns Department at: 1-800-877-3002 Opt. 7

### **QDI General Return Guidelines**

#### Returns Procedure

Dealer must request an RA from the QDI Returns Department by faxing the attached RA Request Form to (602) 445-2650. QDI will fax a Return Authorization to the Dealer. Only items listed on the Return Authorization will be accepted - all other items will be returned to the Dealer and shipping charges will be billed to the Dealer's account. Please make sure that the RA number is clearly marked on each carton. Dealer is responsible for all shipping costs to QDI.

**Please ship all returns to this address:**

**QDI**

**Returns Department RA# \_\_\_\_\_**

**2424 S. 21st Street**

**Phoenix, AZ 85034**

**RMA's are valid for 10 days from issue** - Product received more than 10 Days after issue of an RMA will be refused.

### **Non-Qualified Returns**

Any phone or accessory refused or sent back to QDI by the Carrier or Supplier will be billed to the Dealer's account and shipped back at the Dealer's expense. Be sure to send all required

Documentation, accessories, and packaging with your returns to speed the process of crediting your account and avoiding product being sent back as non-qualified. Any Dealer refusing

A shipment from QDI will not receive credit for the refused shipment, be charged the freight costs, and will forfeit all privileges to return product to QDI.

### **Stock Balancing**

QDI does not accept handsets or accessories for return under the reason of Stock Balancing. All handsets must meet the current return criteria and qualifications of the carrier or vendor who supplies the phones to QDI. A 20% restock fee will be made to dealer's accounts for any product returned that is deemed "over-stock".

### **Pre-Paid Airtime Cards**

There are no returns on Pre-Paid Airtime Cards from any carrier or supplier.

### **On the Go Accessory Returns**

Dealers will receive a 2% discount off invoice for all On the Go accessory purchases as an allowance for defective product. With this allowance for defective aftermarket accessories, you will no longer need to contact the Returns Department for an RA or to return defective product, saving you time, money, and effort to ship back returns and track credits.

### **OEM / Other Accessory Returns**

- Proof of purchase required.
- Warranty will vary by manufacture.
- QDI reserves the right to determine whether an accessory is returnable under the manufactures' warranty policy. •Warranty does not cover abuse, misuse, improper installation, or products with serial number or labels removes or altered. Such defective product will be returned at dealer's expense.

### **Restocking Policy**

Please be reminded that QDI charges dealers a 20% restocking fee on any shipped order that is refused.

Freight is charged twice. Meaning, when it leaves our facility and when it gets refused to return back to our facility.

### **QDI / T-MOBILE Return Policy**

Due to the time sensitive nature of T-MOBILE returns, all Dealers will need to process their returns on a weekly basis. Letting phones accumulate in your stores may cause them to be ineligible for return to T-MOBILE. The following dates and timelines are crucial to processing your return:

**ALL REQUIREMENTS MUST BE MET:**

1. End user must have returned the phone within 14 DAYS of activation. Any issues after the first 14 DAYS should be referred to T-MOBILE Customer Care at 1-877-453-1304. (See attached phone replacement program)
2. Dealer must request RA # and ship the phone to be received by the QDI Phoenix Returns Department within 10 days of End-user return to Dealer.
3. T-MOBILE must have sold the phone to QDI within 90 days prior to return by the end user.

***In addition to the timelines above, the following requirements must also be met:***

1. Phones must be returned as a complete kit including all supplied accessories and parts in a T-MOBILE box. (Note - the IMEI # on the phone does not have to match the IMEI # on the box.)
2. All phones must be returned with a SIM card.
3. End-user proof of purchase must accompany each return. This can be a copy of the Service Agreement or a copy of the receipt showing the IMEI number.
4. T-MOBILE SUBSCRIBER RETURN FORM MUST BE COMPLETED

Any phone returned to QDI that does not meet the requirements listed above, is missing a SIM card, supplied accessories, End User proof of purchase OR T-MOBILE SUBSCRIBER RETURN FORM will be returned to the Dealer and shipping charges will be billed to the Dealer's account. Phones refused by T-MOBILE and returned to QDI that are out of warranty due to failing to meet requirements listed above, date code or customer abuse (liquid damage, dropped phone resulting in Cracked LCD, broken antennas, etc...) will also be returned to the Dealer at the Dealer's expense.

**T-MOBILE WIRELESS  
PHONE REPLACEMENT PROGRAM  
LIMITED WARRANTY  
HIGHLIGHTS OF THE REPLACEMENT PROGRAM**

The Phone Replacement Program has been established to provide a centralized, consistent quality service center to troubleshoot and replace defective handsets. This program is designed to provide service directly to the customer - dealers need only to advise customers that the service is available. The Phone Replacement Program eliminates the need for dealers to refer their customers to T-MOBILE stores, helps dealers maximize staff time by handling most handset problems outside the retail store, and gives faster and convenient service to our customers by delivering handsets generally within two to three days.

***T-MOBILE HANDSET REPLACEMENT PROGRAM***

Customers who report handset problems 14 DAYS after handset purchase MUST use the T-MOBILE Handset Replacement Program. Subscribers call T-MOBILE Customer Care at 800-937-8997, twenty-four hours a day, seven days a week with handset related problems. The Subscriber must be available during this call. Authorized Dealers and Retailers will not be allowed to facilitate this process for the end user. Customer Care troubleshoots the problem and enters the appropriate service orders to the TMOBILE Repair Center. For handset defects covered under the manufacturer's warranty, replacement phones are shipped directly to the customer. The customer returns the defective unit in a prepaid manner. Coverage issues are still the responsibility of the Dealer. Exchange and repair services are available for (see explanation below): Advanced Exchange - Replacement phone is advanced to the customer Post Exchange - Customer sends their phone in first, it will then be for Repair and then Returned to the customer - Not an exchange

### ***ADVANCED EXCHANGE***

Replacement phone is advanced to the customer. Replacement equipment from the exchange inventory is delivered via UPS expedited service to the customer. The customer removes the SIM card from the defective phone and places the defective phone in the mailing carton. A prepaid mailing label is included, which the customer uses to return the defective equipment by U.S. mail to the repair center.

### ***POST EXCHANGE***

Customer sends their phone in first. Customer Care provides the customer instructions to remove their SIM card and send the defective equipment to the T-MOBILE Repair Center. The T-MOBILE Repair Center checks the phone to verify that it is under warranty. Once verified, the T-MOBILE Repair Center ships replacement equipment to the customer. Equipment that is not under warranty is returned to the customer.

### ***REPAIR AND RETURN***

Not an exchange. Customer Care provides the customer with instructions to remove their SIM card and send the defective equipment to the T-MOBILE Repair Center, which repairs the equipment and returns the phone to the customer.

## **MetroPCS Warranty**

**Metro Promise Returns** – Must be within 90 days of purchase from when QDI received device from MetroPCS. Handset must have been returned within 7 days of purchase and 60 minutes or less on call timer. It must be returned with all original packaging (box needs to match phone imei#) and original accessories (including any metro sim). A receipt is required showing the date it was sold. The phone number is also needed of the device. Handset must be like in new condition. Handset cannot have customer abuse. Screen cannot have any scratches as it will be determined as customer abuse.

**Metro DOA Returns** – Must be within 90 days of purchase from when QDI received device from MetroPCS. Handset must be defective. If it is not defective it will be returned to dealer at dealer's expense. Handset must have been returned within 7 days of purchase and 60 minutes or less on call timer. Anything over 60 minutes it will be rejected. It must be returned with all original packaging (box needs to match phone imei#) and original accessories (including any metro sim). The phone number is also needed of the device. Handset cannot have customer abuse. Screen cannot have any scratches as it will be determined as customer abuse.

## **Non T-Mobile Devices**

Warranty will vary by vendor and most devices will be for repair only. Devices must be defective and with no customer abuse (physical damage/liquid damage/scratched screen). Credit is issued at the time of return (for tracking purposes only). Once the device is repaired, it gets billed back to the dealers account. In the end, the repair is free of charge.

## **MANUFACTURE TELEPHONE DIRECTORY**

Revised: January 2015

T-Mobile Customer Care

Phone: 1-877-453-1304

Samsung

Phone: 1-800-726-7864

LG

Phone: 1-800-243-0000

Nokia

Phone: 1-888-665-4228

Vonage

Phone: 1-866-243-4357

ZTE

Phone: 1-877-817-1759

Huawei

Phone: 1-888-548-2934

Alcatel

Phone: 1-866-582-3688

HTC

Phone: 1-866-449-8358

BLU

Phone: 1-877-602-8762

Social

Phone: 1-786-657-3080

Revel

Phone: 1-718-749-9436

Coolpad

Phone: 1-877-606-5753