

# 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 [www.signalboosters.co.uk/terms-conditions](http://www.signalboosters.co.uk/terms-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:**

|  |  |  |  |  |  |  |
|--|--|--|--|--|--|--|
|  |  |  |  |  |  |  |
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**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](mailto: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/damaged/scratched returns will incur a 20% restocking fee deducted from the original payment.**

- 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](http://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 [www.signalboosters.co.uk/terms-conditions](http://www.signalboosters.co.uk/terms-conditions)

\*Name:

\*Signature:

\*Date: