

Cel-Fi Returns form



Name:

We hope you are always 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.cel-fi.co.uk/termsandconditions

Please complete all fields with (*)

							Complete for exchanges only	
Sales order number *	Item number e.g. FT*	Serial Number*	Quantity *	(R) refund OR (E) exchange *	Reason code *	Details *	Replacement network	Replacement item description
<i>EXAMPLE:</i>								
201443	FT101120	120351001287	1	E	I	I meant to order a unit compatible with O2	O2	Cel Fi RS2 - O2
PLEASE FILL YOUR DETAILS IN BELOW:								

Returns reason codes

A	Different from website description	C	Product arrived too late	E	Defective/Does not work properly	G	No longer needed / wanted	I	Accidental Order
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 include the above completed returns form with your securely fastened parcel.
- Make sure you retain a proof of postage until we acknowledge that your return has been posted.
- All refunds and exchanges must be returned to Cel-Fi in their original packaging within 14 days of purchase.
- All items must be returned 'as new' and include all packaging, guides etc.
- When your return has been approved this will be refunded to your original payment method.
- We cannot accept returns on personalised items.
- Our complete terms and conditions are available [here](#)
- Faulty products that are outside the 14 day limit may be covered by a manufacturer's 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.cleverkit.com/termsandconditions

*Name:	*Signature:	*Date:
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Please securely pack and return your product to: **Cel-Fi, Unit 44 Barwell Business Park, Leatherhead Road, Chessington, Surrey, KT9 2NY**

Tel: 08456187249 Email: support@cel-fi.co.uk