



Spectrum Wireless
 4800 High Point Road
 Greensboro, NC 27407-5306
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Phone (336) 553-1120 Ext. 239
Fax (336) 553-1125

This section will be completed by Spectrum Wireless only.

RMA#

Date:		Account No.:	
Company:		Contact Name:	
Street Address:		E-Mail Address:	
City, State:		Phone No.:	() - Ext.
Zip Code:	-	Fax No.:	() -

RETURN AUTHORIZATION FORM INSTRUCTIONS

- PLEASE READ THE SPECTRUM WIRELESS PRODUCT RETURN POLICY CAREFULLY BEFORE SIGNING THIS FORM.
- Prior to sending the Return Authorization Form to Spectrum Wireless via fax or e-mail, all fields must be COMPLETELY filled out and the form MUST be signed. Using the codes found at the bottom of this form, describe the reason for each return in the table below.
- Spectrum Wireless will issue a RMA number under the guidelines specified in the Spectrum Wireless Product Return Policy.
- After receiving your RMA number from Spectrum Wireless, include a copy of this form along with authorized items ONLY and write the issued RMA number on the outside of each package being returned.
- Each phone being returned must be in the original box, including ALL accessories, and possess no writing or marks of any kind on the outside of the box to receive full credit.
- If the same model is unavailable for a qualified exchange, then Spectrum Wireless will exchange with a similar product or issue a credit at our option. All credits issued will be at the original invoice price, **less any deductions.**
- Spectrum Wireless will not be responsible for any packages lost or damaged during shipment.

Product Description	IMEI/ESN/SIM ID/Serial/Control No	Reason for Return	Consumer Purchase Date	Qty

Please use the following as return reasons for defective handsets:

By signing this form, the customer agrees to the terms and conditions of the Spectrum Wireless Product Return Policy.

A. Always Roam	J. History Found	S. Side Buttons
B. Antenna	K. Keypad	T. Can not Read SIM
C. Battery	L. Locked	U. Software
D. Camera	M. Mic (can not be heard while making calls)	V. Sound
E. Can not make calls	N. Ear Piece (no sound on incoming calls)	W. Vibrate not working
F. Can not receive calls	O. New and Un-used	X. Other:
G. Charger	P. No Service	
H. Display	Q. Physical Damage	
I. Freezing up	R. Power Failure	

(Unsigned forms will not be processed.)

Signature: _____

Date: _____