FREEPOST RETURN FORM

Name	
Address	
Postcode	Date
Contact Telephone Number *(please state best time to call)*	
Please tick here if you DO NOT wish to be contacted to take part in a customer satisfaction survey	

IMEI number	
	This 15 digit number can be found on the label on the back of your mobile phone under the battery.
Product Code	
	This 7 digit number can be found on the same label.

Operator *(e.g. Vodafone, O2, etc. - important for WAP settings)*

Description of fault *(please describe the symptoms of the fault here)*

If you require a software update only - please visit: www.nokia.ie/softwareupdate

Please Remove And Retain Your Battery, Battery Cover, SIM And Memory Card
We do not accept responsibility for the these items sent in error

PLEASE BACK UP YOUR PERSONAL DATA
All handsets returned to us will be software upgraded as part of the repair process and Nokia will not accept liability for any lost data

---

PROOF OF POSTAGE
Proof of postage should be obtained from the Post Office (free of charge) as without this, no claims for loss can be considered. Any handsets reported lost via the Freepost system will be blacklisted.
If available, a copy of your proof of purchase should be included. If the unit is out of warranty on our register, a proof of purchase will be required.

Web Address: www.nokia.ie, Nokia Careline: 1890 946 245

Please allow 3 days for delivery before contacting relevant Service Centre.
Details of the repair centre is as follows:

Escalations
PO Box 11687
Freepost F4696
Dublin 7

For enquiries - info@jvfacility.com

NB: If you are using a photocopy or fax version of this form, please keep a separate note of your IMEI number and telephone number of the relevant repair centre.

Distribution: One copy for the customer. One copy to go with faulty handset to the repair centre.