

# INCIDENT FORM

Account no.:

Stolen  Damaged  Lost  Disability  Death  Involuntary Retrenchment

Incident no.: \_\_\_\_\_ Date notified: \_\_\_\_\_

Cellphone no.:

Contact no.: \_\_\_\_\_ Fax no.: \_\_\_\_\_

Subscriber name: \_\_\_\_\_ User ID no.: \_\_\_\_\_

Email address: \_\_\_\_\_

Account name: \_\_\_\_\_

Cellphone: Make: \_\_\_\_\_ Model: \_\_\_\_\_

Cellphone serial no.:

Full description of incident: \_\_\_\_\_ Date of incident: \_\_\_\_\_

Please provide a detailed description of the incident: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Description of fault or failure (for damage / mechanical breakdown): \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

**For repairs to be affected, the cellphone must be booked through to our authorized repair centre via a Cell C showroom, Franchise store or any other company branded channel.**

## FOR THEFT OR LOSS:

Police station: \_\_\_\_\_

Tel no: \_\_\_\_\_

Case no: \_\_\_\_\_

Date reported: \_\_\_\_\_ Date reported to Cell C: \_\_\_\_\_

**Note: No incident for theft from a vehicle / premises will be accepted without evidence of forcible entry.**

Contribution: The contribution period will be 18 months from the date of the first incident, where the following contribution charges will apply: 1st incident R350, 2nd incident R650.00, 3rd incident R800 An additional contribution of R600 and R300 will apply to any incident occurring within 30 (thirty) days and 60 (sixty) days of inception of cover respectively.

**Note: 1. Contribution cannot be offset against any incident. 2. All of the above amounts include VAT.**

## DECLARATION

I / we have procured cover and agreed to the terms thereof with Cell C and declare to the best of my / our knowledge that the above particulars are true and correct, and I / we undertake to render every assistance in my / our power to Cell C in dealing with the matter. I / we hereby agree that Cell C may take over and conduct the process for their own benefit of any incident for whatever reasons and shall have full discretion in the conduct thereof. I / we the undersigned hereby waive any rights of recourse that I / we may have against Cell C relating to the disclosure of the above-mentioned information. Should any equipment be recovered after an incident for loss / theft has been submitted, this equipment shall become the property of Cell C. If the equipment is deemed to be beyond economical repair (ber) by an approved repairer, all components such as the aerial, battery and charger must be submitted by the subscriber. I/we hereby agree that Cell C may debit my account/s for any contributions due.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

**Please fax completed form to: 084 167 6571**



**THE POWER IS IN YOUR HANDS**