

OBF TERMS AND CONDITIONS

1. The handset is subject to evaluation by manufacturer before it will be deemed an OBF.
2. The handset must not have any physical damage or liquid damage.
3. Any handset returned as an OBF must be packaged in the original box with all the original accessories including manuals.
4. The POP/Delivery note must accompany the handset.
5. The customer has to return the handset within 7 days (weekends included) of date of purchase and the handset must be booked on the OBF System within 48 hours from the date the customer returned the handset.
6. The store may replace the customer. Once a RMA number appears on vision it is accepted and Finance will process Credit within SLA agreement with channels terms and conditions of payment.
7. If an OBF is rejected for reasons other than liquid/physical damage the handset will be booked in as a repair and returned to channel once Repaired. The Terms and Conditions of the repair policy will then be followed.
8. Liquid damaged handsets will be rejected and sent back to channel.
9. Only Units purchased from a Cell C approved outlet will be booked as an OBF.
10. Only Units Supplied by Cell C will be considered.
11. All OBF's will be undertaken in compliance with manufacturer rules.
12. If any components/accessories are missing or the OBF criteria is not met on inspection of the OBF by Manufacturer, the Customer/Store will be liable and billed accordingly where a new handset has already been issued.
13. The assessment period is 7 days including weekends from the time the repair centre receives the handset

REPAIR TERMS AND CONDITIONS

1. Handsets will ONLY be released on presentation of your Book-in Copy.
2. Whilst all due care is exercised while your handset is in our possession; all handsets handed in for repairs are handed in at customer's risk.
3. All repaired handsets will be covered by a 90 day warranty.
4. Every effort will be made to have your handset repaired and delivered to you within 21 days.
5. Cell C will not be held liable for any loss of SIM card or accessories.
6. Please ensure all your data is backed up before the handset is booked in for repairs as the handset will be upgraded with the latest software and data WILL be LOST. Cell C and it's business partners will not be held accountable for any loss of data.
7. All repair costs must be settled prior to release of handset. Should we be unable to contact you for payment, in 30 days from quote, at the contact number supplied by you at book-in, the quote will be deemed rejected and your handset will be returned unrepaired.
8. Out of warranty quote raised to repair the handset costing less than R400 it will be accepted and billed to the customer's post paid airtime account. Out of warranty quotes for repairs costing more than R400 will first be confirmed with the customer prior to any repairs being carried out.
9. A handling fee will be charged for handsets where quotes are rejected or where the unit is BER(Beyond Economic Repair) or any other circumstance where the unit is sent back unrepaired.
10. Handset repairs will be undertaken in compliance with manufacturer warranty.
11. Should there be an undue delay in repairs due to unavailability of manufacturer spare parts, your handset will be replaced with a refurbished handset at no extra cost.
12. A penalty of R400 applies in respect of loan phones that are damaged upon return or not returned at all, this penalty will be billed to the customer's post-paid airtime account.