

Return Form

Instructions

1. Please contact Spacetalk Support by email prior to completing this form. Our support team will assist you, and if necessary, issue you with a return material authorisation (RMA) number. Subject to local laws, Spacetalk reserves the right to reject returns if an RMA number has not been obtained, or if this form has been incorrectly completed.
2. Complete this form and attach the original proof of purchase.
3. Carefully package the items and return to Spacetalk Customer Support at the address indicated above.

Terms and Conditions for RMA (Return Merchandise Authorization) Form

Please read these Terms and Conditions carefully before submitting an RMA request for your device. By submitting this RMA request, you agree to abide by the following terms and conditions:

1. It is your responsibility to ensure that all details listed on this form are accurate as these will be used to contact you and to return your device.
You acknowledge that if your device is found to have suffered physical or liquid damage that is not covered by warranty, or if the warranty on the device has expired, there will be a \$30 assessment fee if you reject any subsequent quote provided by Spacetalk.
2. You acknowledge that the device will undergo a factory reset process. You are responsible for backing up all data on the device before returning it for RMA. Spacetalk is not responsible for any data loss that occurs during the RMA process.
3. Goods presented may be replaced by refurbished goods of the same type rather than being repaired. The company reserves the right to use refurbished parts or devices in the repair process.
4. You acknowledge that if arrangement has not been made for your device to be returned to you within 90 days from the date of notification indicating it is ready for delivery, we may proceed with the disposal of the device without any further notice to you.

RMA

RMA Number: **Date:** / /

Return Type: ☐ Warranty ☐ Out-of-Warranty ☐ Refund ☐ Other

For Out-of-Warranty repairs:

I authorise repairs up to the value of \$90 to be completed and invoiced to me.

Personal Information

Full Name: **Email:**

Address:

Post Code: **Telephone:**

Purchase Details

Order Number: **Purchase Date:** / /

Place of Purchase:

Return Goods

Included Items: ☐ Spacetalk Watch ☐ Charger ☐ Original Box ☐ Sim Card

Spacetalk Details

Model: **Colour:** **IMEI:**

Please note: The IMEI number can be found in the Information app on the Spacetalk device, in the Spacetalk app under 'Manage Devices' or near the barcode on the Spacetalk's original box.

Return Reason/Other Information