



FREEPOST RETURN FORM

Name	
Address	
Postcode	Date
Contact Telephone Number <i>(please state best time to call)</i>	
Please tick here if you DO NOT wish to be contacted to take part in a customer satisfaction survey <input type="checkbox"/>	

IMEI number	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
This 15 digit number can be found on the label on the back of your mobile phone under the battery.														
Product Code	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
This 7 digit number can be found on the same label.														

Operator <i>(e.g. Vodafone, Orange, etc. - important for WAP settings)</i>

Description of fault <i>(please describe the symptoms of the fault here)</i>

If you require a software update only - please visit [www.nokia.co.uk/support](http://www.nokia.co.uk/support)

**PLEASE REMOVE AND RETAIN YOUR SIM CARD AND MEMORY CARD** as we do not accept responsibility for SIM/memory cards sent in error

\*Please back up phone memory and user data as we cannot guarantee they will be saved.

**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.co.uk](http://www.nokia.co.uk), Nokia Careline: 0845 0455555.

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

**Freepost RRSU-RCZK-TYXH,  
Anovo,  
10e Burrell Way ,  
THETFORD,  
IP24 3RW**

**Tel: 01480 482897**

**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.