

# Handset Returns

There are times where you need to return or exchange your handset(s), whether it is faulty or if there is an issue with the courier, we have some returns information that you need to follow to get the handset returned and exchanged as quickly as possible.

**If you have any billing queries about a handset return then please raise a Billing Query on the Gamma Portal by selecting “Billing Home” and selecting “Billing Query”. Alternatively you can contact the Billing team using the webchat function on the Billing Home page and clicking “Contact Us”.**

## Faulty Handset

If you have a faulty handset this will require a fault to be raised with our Horizon Faults team. The Service Desk will diagnose if the fault lies with the handset or not. If they determine that the handset is at fault they will send you a template to complete - please ensure this form is completed with the correct information as any incorrect information can result in the exchange/return being rejected by the supplier upon return.

Once the form has been completed and sent back to the Service Desk, this request will then be handled by our Provisioning team to fulfil the exchange/return with the supplier. As part of the exchange/return process, a replacement device will be sent out to you by APC Overnight, confirmation of delivery of the replacement and collection of the faulty handset will be issued by the Horizon Provisioning team upon this being arranged.

Please note:

- If the device returned to the supplier does not match the MAC address input on the form, this device will be returned to yourselves
- The exchange/return process has a 2-week window, please communicate with the Horizon Provisioning team to ensure the exchange/return is completed in this timeframe
- It can take up to 48 hours for a replacement device to be arranged

## Delivery Issues

On occasion a delivery may go missing with the courier or some other issue may arise. Though rare, we have a process in place for you.

You should first check that the “Void” sticker that is on the box has not been tampered with. If it has then you should let our Service Desk know in the first instance.

Contact the Service Desk with your order number and we’ll be able to log an investigation with our supplier and their courier. It is worth noting that these investigations may take up to 10 days to complete.

To get a replacement handset(s) you’ll need to place your order again. Gamma will raise the credit on your account once the investigation with the courier and supplier has been completed.

## Change of Mind

If you have ordered a device in error or the device you ordered is no longer required, we would advise that in these instances it is best to retain the handsets with yourselves and as/when an alternative customer requests new handsets you are able to send them straight out and transfer the devices to the new account. If you are adamant you wish to return these handsets, you will need to gain authorisation from your Business Development Manager then contact the Service Desk to raise this. The Service Desk will then raise this with the supplier and get back to you with the returns information.

Please note:

- The return is the channel partner responsibility; Gamma will not subsidise any return courier costs.
- The equipment needs to be deemed “re-sellable” condition. This means the box has to remain factory-sealed and still be in the condition it was sold in

- If the handsets have been purchased through the hardware incentive, no cash credit will be applied upon the return of the handsets
- If the factory seal has been broken, then you are unable to return the handsets
- If once the handsets have been returned the supplier believes the handsets are not in a “resellable” condition the handsets will be returned to yourselves and courier costs will be applied.