



TAKE IT BACK

(Consumer)

***This form must be completed when you are returning a Virgin Mobile handset. A duplicate of both the consumer and supplier form must be kept in accordance with the Consumer Protection Act, 2008.**

WHY ARE YOU RETURNING THE HANDSET?

WHERE TO SUBMIT THIS FORM

- 5 Day cooling off period (Complete Section 1, 2, 3, 4)
Must complete this form within 5 days of receipt of handset
- No inspection before or on receipt of handset (Complete Section 2, 3, 4)
Must complete this form within 10 days of receipt of handset
- Not fit for purpose (Complete Section 2, 3, 4)
Must complete this form within 10 days of receipt of handset
- Handset Defective (Complete Section 2, 3, 4)
Must complete this form within 6 months of receipt of handset

1. This form must be submitted to Virgin Mobile within 5 days of delivery, OR 10 days if not inspected before purchase OR defective within 6 month (Methods of submission):
- Email: takeitback@virginmobile.co.za
 - Fax: 011 676 5458
 - Post: Shop G69, Cedar Square
Cnr Willow & Cedar Road
Fourways, 2055
 - Any one of our Virgin Mobile stores (Please see website for store listing)

Section 1: PLEASE READ AND COMPLETE THE FOLLOWING

- Note to the consumer: This notice must be submitted to the supplier WITHIN 5 BUSINESS DAYS after the date on which the transaction or agreement was concluded or the goods that were the subject of the transaction were delivered to the consumer, WHICHEVER IS THE LATER DATE.
- Note to the consumer: This notice may be delivered to the supplier by hand, by fax, by email or by ordinary mail to the supplier, bearing in mind the period within which it must be delivered. If the supplier refuses to accept or to acknowledge receipt of this notice, record the details of your attempt to submit the notice to the supplier and retain this document. In such an event, contact the Consumer Commission or other responsible body or person to assist you in this matter. If the supplier confirms receipt of this notice, keep one copy of this notice and let the supplier retain the other

Consumer Declaration:

I, _____ (Full name) hereby rescind the transaction resulting from any direct marketing conducted by or on behalf of VIRGIN MOBILE, for the provision the handset purchased

Section 2: PLEASE COMPLETE

Consumer Declaration :

Signed this _____ day of _____ (Month) 20_____ Print name in full _____

Consumer Signature

Section 3: PLEASE MARK APPROPRIATE ANSWER

1. Where did you buy your phone?	Virgin Store (Go to 3)	Telesales (Go to 2)	Not sure (Go to 2)
2. When was your phone delivered?	Less than 5 days from today	More than 5 days from today	Not sure (Go to 3)
3. Have you opened your phone?	Yes (Go to 3.1)	No (Go to 3.3)	Not sure (Go to 3)
3.1 Have you used your phone?	Yes (Go to 3.2)	No (Go to 4)	Not sure (Go to 3.2)
3.2 Do you still have the packaging?	Yes (Go to 3.3)	If yes, please return with phone	No (Go to 4)
3.3 Why are you returning the phone?	Cooling off period	Not fit for purpose/ No inspection	Defective
4. Has your Virgin representative explained the charge for this return?		Yes	NO – obtain charge from representative

Section 4: PERSONAL DETAILS

First Name	_____	Last Name	_____
ID number	_____	Email:	_____
Passport no	_____	Country of Issue	_____
Mobile nr	_____	Work Tel	_____
		Expiry Date	DD/MM/YYYY
		Home Tel	_____



TAKE IT BACK

(Supplier)

***This form must be completed when a customer is returning a Virgin Mobile handset. This could be during the cooling off period, defective or not fit for purpose. A duplicate of both the consumer and supplier form must be kept in accordance with the Consumer Protection Act, 2008.**

WHY IS THE HANDSET BEING RETURNED?

WHERE TO SUBMIT THIS FORM

<input type="checkbox"/>	5 Day cooling off period
<input type="checkbox"/>	No inspection before or on receipt of handset
<input type="checkbox"/>	Not fit for purpose
<input type="checkbox"/>	Handset Defective

1. This form must be submitted to Virgin Mobile within 5 days of delivery, OR 10 days if not inspected before purchase OR defective within 6 month (Methods of submission):

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Fourways, 2055
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Section 1: PLEASE READ THE FOLLOWING

- This does not apply if a consumer is entitled to cancel without reason and without penalty any transaction and any related credit agreement for the supply of goods within seven days after the date of the receipt of the goods or of services within seven days after the date of the conclusion of the agreement, in terms of section 44 of the Electronic Communications and Transactions Act 25 of 2002)
- Note to the supplier: A supplier must without condition or reservation return any payment received from the consumer in term of the transaction WITHIN 15 BUSINESS DAYS after:
 - receiving notice of the rescission, if no goods had been delivered to the consumer in terms of the transaction; or
 - receiving from the consumer any goods supplied in terms of the transaction
- The supplier may under no circumstances attempt to collect any payment in terms of a rescinded transaction, except as permitted in terms of section 20(6) of the Consumer Protection Act, 2008.

Section 3: PLEASE COMPLETE – AND PROVIDE CONSUMER WITH COPY

Acknowledgement of receipt of notice by supplier:

Signed this _____ day of _____ (Month)
20_____

(who hereby warrants that he or she is authorised to do so on behalf of Virgin Mobile)

Supplier details:

Name of person signing: _____

Cell Phone Number: _____

Email Address: _____

Store Name: _____

Section 4: PLEASE COMPLETE DETAILS OF RETURN

1. Handset Make & Model	Make	Model
2. Handset IMEI	IMEI	
3. SFID of original sale	SFID	
4. Is the phone open?	Yes (Please obtain packaging)	No