

Jenlist Distributors Stock Return Policy

Please follow the below closely to ensure efficient processing of your claim.

Procedure

A stock return sheet must be filled out for all stock needing return. If you do not have one on hand, call the office and we will gladly fax one to you.

Once you have received the form it then needs to be filled out with ALL the information requested. This form must then be faxed back to us with a copy of the customer receipt for approval.

When the return has been approved a Return Authorisation number will be issued on the return form and faxed back to you. Under NO circumstances are you to return the stock without prior approval.

Stock must then be sent back with complete return form and copy of customer receipt.

Credit memos will only be issued when Jenlist Distributors are satisfied that all information is correct.

Faulty Handsets

DOA – Dead on arrival stock is a product which, when first opened, is found to be faulty for whatever reason.

In most situations it is possible to ascertain that a product is DOA by making sure the customer opens the product and registers before they leave the store.

ELF – Early life failure stock is any product which is returned to store within 7 days of purchase with a fault. This should be replaced with new stock. After 7 days the handset or accessories need to be sent to an authorised repair centre.

DOA and ELF stock will only be accepted within 7 days of customer purchase. After this period an authorised repair centre should be contacted by the customer

Faulty Recharge & Sim Packs

If a recharge card or sim pack is found to be faulty for whatever reason you must first contact the corresponding customer service number as most issues can be resolved over the phone.

Expired/Due To Expire

All prepaid stock generally has an expiry date. Stock rotation is the responsibility of the retailer. Jenlist Distributors will not accept stock back which has expired or is within two months before expiry date unless it has been recalled.

Stock will be rejected in the instance of the following:

- Stock is expired or due to expire within 2 months
- Stock was purchased more than 9 months prior to return
- Stock is returned to us after 7 days from end user return
- Control number on the box does not match control number on sim pack
- Imei on box does not match imei on handset
- Stock is faulty due to willful damage/neglect
- Stock is not in original packaging with all parts included.
- Original packaging has been defaced. (Price stickers, writing etc)

If for any reason the above criteria are not met, all rejected stock will be returned to you without being processed.