



Application form – Device repair and return

Please check the following documents are attached:

- Authorisation form signed by the owner or administrator
- Authorisation form with trouble ticket number (or returns materials authorisation number) assigned by Customer Care
- Original proof of purchase (receipt)
- Original box content (if seeking a warranty repair)

- Mobile handset (i.e. Nokia E61, Nokia E50)
- Mobile handset charger
- Mobile handset user guide
- Mobile handset battery
- Mobile handset battery cover or back face
- Other items (please specify)

du trouble ticket number* _____

*Mandatory field.

Customer information

Customer name _____ du account number (if existing) _____

Contact person _____ Contact phone number _____

Contact email address _____

Mobile handset details

Mobile handset model name _____

IMEI number* (typically found under the battery) _____

*Mandatory field.

Collection address

Emirate _____ Building name _____

District/Project _____ Floor _____

Area in district/project _____ Premises no. _____

Street _____ Premises type _____

Building name/no. _____ Plot _____

Brief description of fault

Customer approval

Customer signature _____ Authorised company _____

Date _____

DD MM YYYY

For official use only

Customer equipment administrator _____

Mobile handset end user _____

Returns materials authorisation specialist _____