



MOTOROLA

Early Life Failure or Dead On Arrival Form

All sections **MUST** be followed and completed or the unit will **NOT** qualify for ELF/ DOA replacement.

- ✓ The customer **MUST** have the complete kit as originally packaged.
- ✓ The product **MUST** meet warranty conditions and be free of obvious physical/mechanical damage or liquid ingress.
- ✓ **Units received that do not qualify for an ELF replacement will be returned. Reasons for rejection are:- no or invalid sales invoice, No Fault Found, failed after 14 days, unit shelf life greater than 6 months, outside warranty conditions etc**
- ✓ Please ensure to record a proper street delivery address for courier delivery including post code.
- ✓ Units that do not qualify for an ELF replacement should use Motorola's warranty service program. Please contact Motorola on **1300 138 823**.
- ✓ Units that are missing accessories or sold alone accessories are **NOT** covered under ELF/ DOA, please contact Motorola on 1300 138 823 for the correct procedure.

ELF DEALER INSTRUCTIONS (sold to a customer):

1. The unit **MUST** be sold as brand new and the purchase date **MUST** be **14** days or less from date of failure.
2. The faulty unit **MUST** be returned within 7 days of fault notification with this ELF Return Form and a valid and legible sales invoice **MUST** be attached. **DO NOT SEND** any SIM cards with unit.
3. This ELF process is for **INDIVIDUAL KITS ONLY**. For return of larger quantities please contact your Distributor/ Carrier for replacement/credit.

DOA DEALER INSTRUCTIONS (not sold to a customer):

1. The phone **MUST** have less than 3 minutes on the life time timer & the shelf life of the unit **MUST** be less than 6 months (manufactured date to failure date).
2. All sections **MUST** be followed and completed or the unit will not qualify for DOA replacement.
3. The faulty unit must be returned with this ELF/DOA return form completed and a valid Distributor Sales invoice (POP) **MUST** be attached.
4. The faulty unit **MUST** be returned in the original box and all accessories included and in as new condition.

SECTION 1: ELF CUSTOMER DETAILS (Please Print)

Dealer Name: _____ Staff Contact Name: _____

Street Address: _____

Phone: _____ Fax: _____

Email Address: _____

Model Name & Colour: _____

MSN: _____ IMEI/ESN: _____

Network Phone Connected to: _____ UNIT FAILURE DATE: _____

Have you issued same model replacement stock to the End User of the shelf? _____

SECTION 2: ELF/DOA FAULT CHECKLIST (Must confirm, and tick or describe most applicable failure condition below)

- Phone will not power up (Checked with a known good charged battery and charger?)
- Does battery fail to hold charge? (Confirm customer is charging battery correctly per user manual.)
- Does charger fail to indicate battery charging? (Checked with known good charged battery and charger?)
- Do any or all of the keys or buttons fail to operate?
- No audio (Make a test call-does the microphone or speaker fail to operate?)
- GSM/3G only - Does "Insert Card" or "Check Card" display on screen? (Check with known good SIM Card.)
- Can't connect to network or make/receive calls? (Please verify not a network or programming fault.)
- Other: _____

Account Name:	QSL Receiver Account
Address:	Unit 11, Slough Business Park, Silverwater Road (off Rachel Close), Silverwater NSW 2128
QSL Tel No:	02 8767 2200 (For ELF/ DOA enquiries)
Account number:	2949682 Service to use: Overnight Service
Telephone number:	13 12 13 (Australian Air Express – AaE)