



DOCUMENT #	
CREDIT NOTE REFERENCE #	
DATE	
RETAILER/DEALER/DISTRIBUTOR	

**CUSTOMER REFUND CLAIM REQUEST**  
**IMPORTANT: RETAIN THIS FORM AS PROOF OF CLAIM**

Customer Details												
<i>(Please complete all the fields)</i>												
Title:		Name & Surname										
Identity Number:												
Physical Address:												
Telephone: (H)										(B)		
Product	Description	Qty	Unit Price	Total Price								
			V.A.T									
			TOTAL									
Make and Model												
IMEI*:												
SIM NUMBER	MSISDN									INSURANCE		
Account Number										YES	NO	
	0											

(\* 15 digit number on the back of the cellular phone visible when battery is removed or on packaging of handset)

**Refund Reason**

**(N.B. Please provide an accurate description of the reason for the refund)**

--

**Customer Bank Details**

**(N.B. Do not submit before bank details are completed)**

<b>Account Name</b>	
<b>Bank Name</b>	
<b>Account Number</b>	
<b>Branch Code (6 Digit Number)</b>	
<b>Branch Name</b>	
<b>Type of Account</b>	

**MTN Service Provider (Pty) LTD ("MTN SP")**  
**Reg Number 1993/002648/07**  
Innovation Centre 216 – 14<sup>th</sup> Avenue Fairland Roodepoort 2195  
Private Bag 9955 Cresta 2118  
South Africa  
Tel: +27 083-1-808 Fax: +27 83 705 7171 or (011) 912 5021 <http://www.mtnsp.co.za>  
**VAT No.: 4130141247**



**I, \_\_\_\_\_, hereby confirm that the information provided is correct and I am requesting a refund for the device detailed above.**

Customer Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_.

**(Terms and Conditions to be signed by the customer).**

TERMS AND CONDITIONS	
<ol style="list-style-type: none"><li>1. Please ensure that all original packaging of device as well as the customer pick-up document and your till slip (proof of purchase), is provided with this form.</li><li>2. The refund will be processed with fifteen (15) business days from the date of this claim.</li><li>3. You may be contacted by MTN SP for more details or information related to the refund claim.</li><li>4. The bank details provided above will be the account refunded. Please ensure the correct details are provided as errors cannot be rectified and MTN SP will not be liable for incorrect bank details.</li><li>5. Should you require any further information or assistance with respect to this claim, please contact the MTN SP Store that processed the claim.</li></ol>	
I HAVE READ, UNDERSTOOD AND ACCEPT THE TERMS AND CONDITIONS SET OUT ABOVE. I CONFIRM THAT I HAVE COMPLETED THE ABOVE INFORMATION ACCURATELY AND IN FULL.	
Customer Name: _____	Signature: _____ Date: _____
Consultant Name: _____	Signature: _____ Date: _____