

MTN Service Provider (Pty) LTD ("MTN SP")
 Reg Number 1993/002648/07
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 South Africa
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 VAT No.: 4130141247



CPD #	G4724101
DATE	
RETAILER/DEALER/ DISTRIBUTOR	

CUSTOMER PICK-UP DOCUMENT
IMPORTANT: RETAIN THIS FORM AND PROOF OF PURCHASE FOR
WARRANTY PURPOSES

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)

Customer Specifications / Device Features

(Please indicate specification with X where applicable and add if not on the list)

3G		other	
Bluetooth		other	
Camera		other	
GPS		other	
HSDPA		other	
JAVA		other	
USB		other	
Navigator		other	
USB		other	

I, _____, hereby confirm that the device which the Retailer/Distributor/Dealer has sold to me, and to which this document relates, is the device that I ordered.

I examined the device when I received it and I confirm that the device has all the features required and/or requested by me.

Customer Name: _____ Signature: _____ Date: _____.

(See page two for Terms and Conditions to be signed by the customer).



TERMS AND CONDITIONS

1. Please ensure that all original packaging of device as well as this customer pick-up document and your till slip (proof of purchase), is retained as you will be required to produce these for warranty purposes.
2. Your device carries a Limited Warranty of 24 (twenty four) months unless otherwise specified. **The warranty repairs are subject to an inspection by an accredited MTN Repair Center.** This warranty will be implemented as follows:
 - 2.1 In the event that your device has a manufacturing defect and this is identified and communicated in the first 7 (seven) days from the date of purchase, the complete unit (all original items and packaging) can be returned for a possible exchange on the same model or a refund.
 - 2.2 In the event that your device has a manufacturing defect and communicated within 6 (six) months from the date of purchase, the complete unit (all original items) can be returned for a refund/replacement and/or repair.
 - 2.3 If you experience any faults and/or defects with your device within, the balance of the warranty period, the complete unit (all original items) can be returned for repairs.
3. Software issues are not considered as defects on the device. Software issues will be fixed by an upgrade and should the same problem persist, only then will the device be treated as defective. These device will be managed based on the warranty conditions they are classified under.
4. The Battery and Accessories carry a separate warranty from the actual device.
5. Accessories and Batteries carry a 6 (six) or 12 (twelve) month's warranty: this is determined by the Manufacturer's Limited Warranty. Details of this and the functionality of the device will be listed in your Manufacturer's User Manual.
6. The Limited Warranty provided does not cover mechanical or physical damage or corrosion caused by negligent use of the device. Please handle your device with care and as prescribed by the Manufacturer. MTN SP will charge you a specified amount for repairs related to this. (Refer to the MTN SP Fault Job Card Terms and Conditions if and when you bring your product in for repairs).
7. Your SIM card warranty is 6 (six) months, but if the SIM card has been destroyed due to the PUK number being entered more than 9 (nine) times, or user negligence, MTN SP will not be under any obligation to replace the SIM card free of charge.
8. Please note that in order for your battery to perform to the Manufacturer's standards, it is required to charge for the full instructed period as per the Manufacturer's User Manual to be found with your device. The same rules relating to warranties and returning the device apply as with accessories.
9. Should you experience any problems with your device, you may take it directly to your closest MTN SP or to the original point of purchase outlet with this document, your device's original packaging and till slip as Proof of Purchase and the Retailer/Distributor/Dealer will arrange for your device to be delivered to the MTN SP High Volume Repair Centre to be assessed and the fault identified.
10. Should you require any further information or assistance with respect to your device, please contact MTN SP's Customer Service. Dial 173 from your device for *Pay as you Go*. For contract Customers, dial 083-1808 from a landline or 808 from your cellphone.
11. Should you experience any problems with signal coverage please contact MTN SP's Coverage desk, dial 083-900-1212 which is a toll free number for MTN subscriber's or email coverage@mtn.co.za.

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 AND HAVE RECEIVED THE LISTED ITEMS IN GOOD ORDER.

Customer Name: _____ Signature: _____ Date: _____

Consultant Name: _____ Signature: _____ Date: _____