

## Appendix C

# AT&T Return Tag - Retailers


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The AT&T Return Tag should be completed for each handset returned to AT&T. The Return Tag should be completed while the customer is still in your store. Wrap the completed AT&T Return Tag and proof of purchase (where required) around each returned device and secure with a rubber band.

Detailed instructions for completing a AT&T Return Tag are listed below.

A copy of the Return Tag is attached.

**Print, photocopy and cut the labels displayed on page 3 of this document when you need AT&T Return Tags.**

 <h1 style="margin: 0;">RETAILER RETURN TAG</h1> <p style="margin: 0;">RETURN REASON <i>(check one only)</i></p>											
<input type="checkbox"/> <b>DOA</b> ( <i>Dead on Arrival</i> ) • Malfunctioned within 30 days of customer purchase	<input type="checkbox"/> <b>OBF</b> ( <i>Out of Box Failure</i> ) • Malfunctioned during set up, never sold to customer	<input type="checkbox"/> <b>BRE</b> ( <i>Buyer's Remorse</i> ) • No fault found, returned by customer within 30 days • No damage or defect									
<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <b>IMEI:</b>                      ESN <input style="width: 100%;" type="text"/> </div> <div style="width: 45%;"> <b>Symptoms:</b> <table style="width: 100%; border: none;"> <tr> <td><input type="checkbox"/> Audio</td> <td><input type="checkbox"/> Keypad</td> </tr> <tr> <td><input type="checkbox"/> Charge</td> <td><input type="checkbox"/> No Service</td> </tr> <tr> <td><input type="checkbox"/> Display</td> <td><input type="checkbox"/> Power</td> </tr> <tr> <td><input type="checkbox"/> Drops Calls</td> <td><input type="checkbox"/> Ringer/VIB</td> </tr> <tr> <td></td> <td><input type="checkbox"/> Other</td> </tr> </table> </div> </div>		<input type="checkbox"/> Audio	<input type="checkbox"/> Keypad	<input type="checkbox"/> Charge	<input type="checkbox"/> No Service	<input type="checkbox"/> Display	<input type="checkbox"/> Power	<input type="checkbox"/> Drops Calls	<input type="checkbox"/> Ringer/VIB		<input type="checkbox"/> Other
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<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <b>Item ID / SKU</b> <input style="width: 100%;" type="text"/>  <b>Phone Model</b> <input style="width: 100%;" type="text"/> </div> <div style="width: 45%;"> <b>IMEI</b> <input style="width: 100%;" type="text"/> </div> </div>		Provide short description of "Other" category: <input style="width: 100%; height: 40px;" type="text"/>									
<b>Return Date:</b> <input style="width: 100%;" type="text"/> <b>Cust Name:</b> <input style="width: 100%;" type="text"/> <b>Cust Signature:</b> <input style="width: 100%;" type="text"/>	<b>Warranty:</b> <input type="checkbox"/> <b>POP Date</b> <input style="width: 100%;" type="text"/>										

**INSTRUCTIONS FOR COMPLETING AT&T RETAILER RETURN TAG**

- Section 1. Select the **Return Reason** by marking the appropriate box (DOA, OBF, or BRE).
  
- Section 2. Enter the IMEI (15 digits) or ESN (11 digits) number in the **ESN/IMEI** field. Be sure to enter the decimal ESN/IMEI, not the hexadecimal number. Do not include any prefixes or suffixes such as 22S.
  - i. Enter the Item ID (or sku) of the returned device per the proof or purchase or POS system.
  - ii. Enter the Phone Make & Model.
  
- Section 3. Enter the date the handset was returned to your store/location in the **Return Date** field.
  - i. Enter the name of the customer returning the handset n the **Cust Name** field.
  - ii. Have Customer Sign in **Cust Signature** Field
  
- Section 4. Select the **Warranty Status** of the device the customer is returning or exchanging. All returns to AT&T should be in-warranty.
  - i.  = In Warranty according to Manufacturer
  - ii. Enter the Proof of Purchase date in the **POP Date** field for BRE or DOA returns. Remember to include a photocopy of the proof of purchase with each returned BRE and DOA handset you return to AT&T.
  
- Section 5. Select the **Symptom** or **problem** as described by the customer for DOA phones and as described by the Dealer employee for OBF. If the problem is not listed on the form, check "Other" and write in a brief description of the problem.



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ESN

Item ID  Phone Model  IMEI

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 Audio  
 Charge  
 Display  
 Drops Calls  
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 Ringer/VIB  
 Other

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