



SBE Issued RMA

## Nokia RMA Request Form

*This form is to be used to ship products to SBE Canada for Repairs*

### IW Repair Policy

Please provide a copy of the proof of purchase when returning your device with this form.

### Before Sending Your Phone

As part of the repair process, for your privacy and security, your phones data must be wiped. Please be advised that you must back up your data to ensure it is not lost.

### Repair Shipping Instructions

#### What to send to SBE:

Handset      Battery      Back Cover

#### What accessories to keep at home:

SIM Cards      SD Card      Charger      Screen Protector      Cases

#### Packaging The Product:

It is the shippers responsibility to ensure that the product is properly packaged before being shipped, in such a manner that the product will not be damaged during transport. Should the product be damaged during transport due to inappropriate packaging, an estimate for the repair will be raised.

#### Helpful Hints For Packaging The Product:

Use a sturdy cardboard box  
Wrap the phone in bubble wrap  
Fill the empty spaces in the box with filler.  
Seal the box with tape. Packing tape is best.

### Please complete the following in full

Type of Return	<input type="checkbox"/> REPAIR
Name	Phone number
Address	email address
City	Postal Code
Carrier (If applicable)	IMEI/SN
Device Model	Physical condition
Date of Purchase	Date of return
Reason for Return	<i>Please describe the fault perceived. Be as specific as possible.</i>

Please return this form to with your phone and a copy of the proof of purchase.  
Once received, this application will be assigned a RMA number.

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