

Name:  
Address:

**Please Note:** Enclose this delivery note with your mobile phone(s) in the return bag.

## Delivery Note

Order No/ Ref No.

Order Date:

Method:

BACS

VOUCHER

Handset Type:

IMEI #:

Offered Price:

Total Value:

\* For BACS Payment, please complete your bank details:

Sort code\*

Account number\*

- Please read our Posting instruction for posting and packaging options.**

### OFFICE USE:

DATE RECEIVED: \_\_\_\_\_

PAYMENT DATE: \_\_\_\_\_

## Posting Instructions

You have 3 options in posting your phone(s) to us:

### Option 1 - Freepost - No Cover

#### Posting Instructions:

Place phone(s) and delivery note into padded envelope and affix 'Option 1' label. Simply post through your nearest post box or post office.

#### Estimated time of delivery

1-3 Working days

#### Cost of service

FREE (Postage is prepaid by us)

#### Royal Mail loss or damage cover

£0.00

### Option 2 - Recorded Signed For - Up to £46 Cover

#### Posting Instructions:

Place phone(s) and delivery note into padded envelope and affix 'Option 2 & 3' label. Please take to your local post office and send via 'Recorded Signed For 1st class'.

#### Estimated time of delivery

1-3 Working days

#### Cost of service

from £3.15 (depending on weight)

#### Royal Mail loss or damage cover

Up to £46.00

### Option 3 - Special Delivery - Up to £500 Cover

#### Posting Instructions

Place phone(s) and delivery note into padded envelope and affix 'Option 2 & 3' label. Please take to your local post office and send via 'Special Delivery'.

#### Estimated time of delivery

1 Working day

#### Cost of service

from £5.90

#### Royal Mail loss or damage cover

Up to £500.00

#### PLEASE NOTE:

- Please protect handset(s) by wrapping them in tissue or bubble wrap.
- Please only send the handset and battery.
- Please remove and retain any SIM and memory cards (All cards received are non-returnable)
- Please remember to enclose the Delivery Note with your phone(s)
- Please do a factory reset as to delete all your contacts & information on the phone(s)

Unfortunately, we cannot accept responsibility for non-delivery of phones and therefore recommend that you choose a posting option which best safeguards your handset(s) from loss or damage in transit.

\* Estimated time of delivery is based on an uninterrupted service provided by the Royal Mail and is subject to delay in busy periods such as Christmas.

**Option 1. Label**



**CELLPHONE CONNECT**  
**1<sup>st</sup> Floor, Unit 507**  
**Centennial Park**  
**Centennial Avenue, Elstree**  
**WD6 3FG**

**Option 2 & 3. Label**

Postage must  
be paid by  
sender.

**CELLPHONE CONNECT**  
**1<sup>st</sup> Floor, Unit 507**  
**Centennial Park**  
**Centennial Avenue, Elstree**  
**WD6 3FG**

## Handset Terms & Conditions:

**All Apple iPhones and devices must not be 'activation locked' and must be deregistered (removed) from any iCloud (Find my iPhone/iPad) accounts. All phones and devices must be on a UK network or not locked. Phones or devices locked to a foreign network will not be accepted.**

By submitting an order through our site you warrant that the phone(s) comply with these terms.

If a phone fails to meet our terms and conditions we'll propose an adjusted price by email. If you choose to decline our new offer, we are happy to return the phone. We have the final decision on all phone values. Adjusted orders will be automatically processed for payment if you do not reply to our proposed offer email within 7 days.

### Working handsets:

#### *Each mobile phone or device should:*

- Turn on and off (with all buttons working)
- Be fully functional\* (cosmetic wear and tear is acceptable)
- Have a working screen (without cracks or pixel damage)
- Have a working touch screen\*\* (without cracks or damage)
- Have a fully working operating system (software)
- Include its battery (you can keep memory card, charger, etc.)
- Not be water-damaged (water indicators must not be red)

\*All features such as Making calls, Wi-Fi, Camera, Video, etc. must work.

\*\*Applies to touch screen phones and devices only.

Screen not damaged: LCD screen must be fully working and have no damage such as Cracks, Pixel damage, Pressure marks (faint white blotches) or any other defects. Scratches and wear & tear are acceptable.

Fully functional: All functions such as Operating System (Software), Making & receiving calls, Mic & Speaker, Wi-Fi, Camera, Video, Charging and USP ports, SIM reader, etc. must work. General wear & tear is acceptable

All buttons working: All buttons including Power ON/OFF, Volume UP/DOWN, Touch pads, Scroll buttons and Key pads must work. General wear & tear is acceptable

Touchscreen not cracked: Touchscreen must be fully working and have no damage such as Cracks or Chips in glass. Scratches and wear & tear are acceptable

Not water damaged: Phones or devices must not be water damaged or show any signs of having water ingress. Any water indicators on or in the phone/device must be clear (white) and not activated (red).

## Faulty

*Each mobile phone or device should:*

- Include its battery (you can keep memory card, charger, etc.)
- Be intact - not crushed or snapped in half
- Not have any missing parts or components

**Faulty examples:** *Water damaged, Broken/bleeding LCD (screen), blank display, no power up, faulty/cracked touch screen, faulty operating system, etc.* All phones and devices must be on a UK network or not locked. Phones or devices locked to a foreign network will not be accepted.

## Terms & Conditions of Supply

Please read these terms and conditions carefully before submitting your sell order from our site. You should understand that by submitting an order, you agree to be bound by these terms and conditions and our terms of use.

You should print and keep a copy of these terms and conditions and the terms of use for future reference.

In confirming your sell order you will need to tick the box indicating that you accept these terms and conditions. Please understand that if you refuse to accept these terms and conditions, you will not be able to place a sell order via our site.

## The Contract Is Formed Between You And Us

Our site is only intended for use by people registered with us and resident in Great Britain and Northern Ireland. At our complete discretion we may accept or reject orders from people outside of these territories.

Your contract with us will be formed when we receive your sell order. It will incorporate these terms and conditions and our terms of use. Please click on the "How It Works" page for more information.

You must own all rights, title and interests in any phone(s) that you send to us.

Ownership of the phone(s) will pass to us when we receive the phones, in accordance with these terms and conditions, and we have dispatched payment to you, when, hence, a contract will be formed.

The contract between you and us is binding on you and us and on our respective successors and assigns.

You may not transfer, assign, charge or otherwise dispose of a contract, or any of your rights or obligations arising under it, without our prior written consent.

We may transfer, assign, charge, sub-contract or otherwise dispose of a contract, or any of our rights or obligations arising under it, at any time during the term of the contract.

You may cancel the contract with us at any time up to the time when you send us the phone ("cooling-off period"), providing:

- the contract was negotiated and concluded exclusively by means of distance communication (including, but not limited to, telephone, letter, fax or email); and
- you are a natural person acting outside the purposes of any business.

When cancelling during the cooling-off period, you need not give us any reason for cancelling the contract, nor will you have to pay any administration charges.

To cancel the contract you must notify us in writing.

Other than if the phone does not meet our terms and conditions (see below), this contract cannot be cancelled after you have sent your phone(s) to us (outside the "cooling-off period").

**PLEASE ENSURE THAT YOU ARE HAPPY TO SEND THE PHONE TO US AND THAT IT IS WITHIN YOUR RIGHTS TO DO SO.**

### **Consumers**

By placing an order through our site, you warrant that:

- You are resident in Great Britain or Northern Ireland; and
- You are accessing our site from that country; and
- You are legally capable of entering into a binding contract; and
- You are at least 18 years old; or
- If you are under 18 years of age, that you have obtained your parent's or guardian's consent to sell your phone to us for the sum indicated via our website.

If you deal as a consumer any provision of this contract which is of no effect to a consumer shall not apply. Your statutory rights are not affected by this contract.

For the purposes of these terms and conditions, "consumer" means an individual who neither makes this contract in the course of a business, nor holds himself out as doing so, as defined by the Unfair Contract Terms Act 1977.

### **Businesses**

By placing an order through our site, you warrant that:

- You are authorised to act on behalf of the registered business; and
- You are based in Great Britain or Northern Ireland; and
- You are accessing our site from that country; and
- You are legally capable of entering into a binding contract.

## Phones and Devices

Each mobile phone or device sold should match the make and model in the sale order and meet the following conditions:

### **Working**

Each mobile phone or device should:

- Turn on and off (with all buttons working)
- Be fully functional\* (cosmetic wear and tear is acceptable)
- Have a working screen (without cracks or pixel damage)
- Have a working touch screen\*\* (without cracks or damage)
- Have a fully working operating system (software)
- Include its battery (you can keep memory card, charger, etc.)
- Not be water-damaged (water indicators must not be red)

\*All features such as Making calls, Wi-Fi, Camera, Video, etc. must work.

\*\*Applies to touch screen phones and devices only.

### **Faulty**

Each mobile phone or device should:

- Include its battery (you can keep memory card, charger, etc.)
- Be intact - not crushed or snapped in half
- Not have any missing parts or components

**Faulty examples:** Water damaged, Broken/bleeding LCD (screen), blank display, no power up, faulty/cracked touch screen, faulty operating system, etc.

All phones and devices must be on a UK network or not locked. Phones or devices locked to a foreign network will not be accepted.

By submitting an order through our site you warrant that the phone(s) comply with these terms.

If a phone fails to meet our terms and conditions we'll propose an adjusted price by email. If you choose to decline our new offer, we are happy to return the phone. We have the final decision on all phone values. Adjusted orders will be automatically processed for payment if you do not reply to our proposed offer email within 7 days.

**Please note:**

- We accept phone battery chargers and accessories. But, these do not increase the value of your order. We may not be able to return accessories or original packaging (box) if you request your phone to be returned.
- You are responsible for cancelling any airtime contract linked to each handset. We are not responsible for any call costs arising before, or after, receipt of your handset, or arising from any other circumstances whatsoever.
- Please ensure you remove your SIM card before sending us your mobile phone. We accept no liability in the event that a SIM card is sent with a phone and charges are then incurred. You shall continue to be responsible for such charges. Any SIM cards received by us are non-returnable.
- Please remember that by sending your phone to us, you agree to release us from all and any claims, losses or damages with respect to the phone, any data stored or contained therein or on any media used in conjunction with the phone (whether in the form of personal details, SMS, photos, games, songs or other data ("Data")). We accept no responsibility in relation to the security, protection, confidentiality or use of such data and it is your responsibility to ensure that such data is removed from the phone prior to you sending it to us. Please use our free Mobile Data Delete Tool to obtain step-by-step instructions on how to delete personal data from your model of handset.

**Lost or Stolen Mobile Phones and Devices**

Cellphone Connect support and adhere to the 'Stop Stolen Mobiles Being Recycled' code of practice set by the Home Office and the National Mobile Phone Crime Unit.

We will check the IMEI/Serial number of all mobile phones and devices received on the CheckMEND ([www.checkmend.com](http://www.checkmend.com)) database of lost and stolen property records to ensure no lost or stolen items are purchased.

If a mobile phone or device is found to have records that indicate it has been lost or stolen, we will notify the seller by email and quarantine the mobile phone or device for 28 days.

If you are informed that your mobile phone is registered lost or stolen, you will be required to contact CheckMEND, prove that you are the rightful owner and have the lost or stolen records associated with it cleared within the 28 day quarantine period.

If during the quarantine period the mobile phone or device is cleared on the CheckMEND database, your sale will be processed and paid for as normal. However, if after the quarantine period has expired and the lost or stolen records have not been cleared, then we are required by law to dispose of the mobile phone or device and you will not receive any payment.

UK legislation states that we cannot under any circumstances return or pay for a mobile phone or device which is registered lost or stolen at any time unless the lost or stolen records associated with it are cleared.

If we at any time become aware of any issues, you will be required to co-operate with the authorities and we reserve the right to withhold or cancel the payment.

## Pricing

Prices offered on our website are subject to change at any time without notice. When your order has been placed, the prices quoted are guaranteed for 14 days from the 'Order Approved' date. (This is the date on which we send you a confirmation letter and Freepost bag.) If your phones are received after 14 days from the 'Order Approved' date, the up-dated, current prices will apply. This could be disappointing - so to help you, we'll send a reminder email during the 14 day guarantee period.

## Postage & Packaging

We have various posting options which include a freepost service. Our freepost service is only applicable when posting up to 2 phones or devices at a time.

Phones and devices must be packaged in accordance with our packaging instructions to ensure safe and successful delivery to us.

Unfortunately, other than when we arrange courier collection, we do not accept responsibility for non-delivery of phones or damage in transit. We therefore recommend that you send any high value units via registered post to ensure successful delivery.

Registered deliveries should be sent to us at Cellphone Connect head office:

**The Cellphone Store T/a Cellphone Connect**  
**1<sup>st</sup> Floor, Unit 507**  
**Centennial Park**  
**Centennial Avenue**  
**Elstree,**  
**WD6 3FG**

## Payments

We offer an option of bank transfer or voucher payments. You will be required to select a payment option when placing each online sell order. Unfortunately, this payment option cannot be changed once the order is placed.

When we receive your sale items, we will check that the sale is complete, and that it meets our terms and conditions. Providing it does, we will post/make payment to you, bank transfer or voucher, 14 working days after receipt of the handset (Monday to Friday, excluding public holidays)

### Bank Transfer payments

Bank Transfer payments can only be made to the account details given when placing the online order. We cannot, under any circumstances, recall or reissue bank transfer payments once they have been made.

## Events Outside Of Our Control

We will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations under a contract that is caused by events outside our reasonable control or due to our compliance with any applicable laws or regulations.