

# PREPAID SERVICES RETURNS POLICY

This Product Returns Policy may be amended by Prepaid Services (PPS) from time to time.

Please follow the below procedure closely to ensure efficient processing of any return. Note that the procedure is different, depending on whether you are returning faulty or non-faulty products.

This Returns Policy only applies to the return of physical prepaid stock supplied by PPS to retailers under the Retailer Agreement. The Policy does not apply to prepaid electronic recharge vouchers.

For retailers without a valid Retailer Agreement in place, only the process for return of faulty products applies.

There is a separate process for return of faulty third party OEM accessories.

If you require any clarification please contact PPS on 1300 30 79 79 or email [info@prepaidservices.com.au](mailto:info@prepaidservices.com.au)

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## FAULTY PRODUCTS

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### CATEGORIES OF FAULTY PRODUCTS

#### Faulty prepaid handsets/dongles are categorised as:

- **Dead on Arrival (DoA):** This is a product which, when first opened by the customer, is found to be faulty (i.e. simply does not work) for whatever reason.
- **Early Life Failure (ELF):** This is a product which is returned by the customer to the Retailer within 14 days of sale because it is faulty.

If a prepaid handset or dongle is returned by the customer because it is faulty after 14 days, it should generally be sent to an authorised repair centre. However, if it is being returned by the customer because of a major failure covered by the Australian Consumer Law, then it should be returned to PPS using this returns procedure.

#### Faulty recharge cards and SIM packs are categorised as:

- **Faulty Recharge:** This is a recharge card where the voucher number has been scratched off and/or fails to load credit onto the customer's account.
- **Faulty SIM pack:** This is a sim pack that is damaged and cannot be activated.

For faulty recharge cards and SIM packs please first contact Optus Customer Service on 1300 555 002 to see if they can fix the problem without you having to return the product.

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### PROCESS FOR RETURN OF FAULTY PRODUCTS

All requests for authorisation to return faulty products (RA) must be made within 24 hours of the customer returning the faulty product to the retailer.

When returning faulty products the following process applies:

1. A 'Request for Return Authorisation Form' (download from [www.prepaidservices.com.au](http://www.prepaidservices.com.au)) is to be completed and emailed to [returns@prepaidservices.com.au](mailto:returns@prepaidservices.com.au).
2. If the return is approved, PPS will send you a reply email with the Return Authorisation document attached, including a Return Authorisation (RA) number within 1 working day.

3. A consignment note will be sent to Toll Priority, who will call you to confirm a pickup within 2 working days.
4. Prior to the driver from Toll arriving to collect the faulty products, please ensure you print out the approved Return Authorisation Form and place it in the box with the faulty products.
5. If there is no one available to provide the faulty products to the courier or they are not ready for pick-up a \$7.00 (ex-GST) 'futile pick-up fee' will be charged for each unsuccessful pick-up.
6. The return will then be processed at the warehouse, after which time a credit will be placed onto your account.

Returns of faulty products will NOT be accepted by PPS if:

- Parts/accessories are missing from the bundle pack which was not mentioned on the RA;
- After checking the product there was no fault found with the returned product; or
- The product is faulty due to wilful damage/neglect etc.

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### PROCESS FOR RETURN OF FAULTY THIRD PARTY OEM ACCESSORIES

All requests for authorisation to return faulty products (RA) must be made within 24 hours of the customer returning the faulty accessory to the retailer.

When returning faulty third party OEM accessories the following process applies:

1. A 'Request for Return Authorisation Form for Accessories' (download from [www.prepaidservices.com.au](http://www.prepaidservices.com.au)) is to be completed and emailed to [returns@prepaidservices.com.au](mailto:returns@prepaidservices.com.au) with a corresponding photo of the faulty product.
2. If the faulty product is approved, PPS will send a confirmation within 5 working days that the accessory product will be credited.
3. The retailer must package the faulty product including all cables and components for pick up by a PPS representative unless stated otherwise by a PPS representative.

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### NON-FAULTY PRODUCTS / CHANGE OF MIND

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#### POLICY FOR RETURN OF NON-FAULTY PRODUCTS

You may in a calendar month return products for any reason, provided the products returned:

- Represent no more than 50% of the value of stock you have ordered from PPS in the prior calendar month;
- Are, in total, worth no more than \$300 (GST-inclusive), based on your buy price;
- Are in a saleable condition; and
- Have a minimum of 3 months' remaining on the product before the expiry date.

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#### PROCESS FOR RETURN OF NON-FAULTY PRODUCTS

When returning non-faulty products the following process applies:

1. A 'Request for Return Authorisation Form' (download from [www.prepaidservices.com.au](http://www.prepaidservices.com.au)) is to be completed and emailed to [returns@prepaidservices.com.au](mailto:returns@prepaidservices.com.au).
2. If the return is approved, PPS will send you a reply email with the Return Authorisation document attached, including a Return Authorisation (RA) number within 1 working day.
3. Print out the Return Authorisation Form with RA number and place it in the box with the stock.

4. You should arrange return shipping (at your cost) for all returns of non-faulty products, using a delivery method requiring signature on receipt. You are responsible for any loss or damage when returning such products until those products have been received at PPS' warehouse.

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### CANCELLATION OF RETURN AUTHORISATION

Any RAs which are outstanding after 10 working days (i.e. stock has not been received at PPS' warehouse within 10 working days of the date the RA number was issued) will be cancelled. Once cancelled, the return cannot be processed and therefore the stock will be rejected and returned to the Retailer at their expense.

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### UNAUTHORISED STOCK RETURN

If products are returned to PPS without a valid RA number, those products will be rejected and a processing fee of \$20 (ex-GST) will be charged to your account.

PPS accepts no responsibility for any loss or damage occurring in transit if stock is returned to PPS without a valid RA number.

Please contact PPS on 1300 30 79 79 or [info@prepaidservices.com.au](mailto:info@prepaidservices.com.au) if you have any questions or enquiries.