

**Contents & Communication Services Ltd.**

**18th Western House Broad Street Lagos**

RETURNS

Please check [www.nmobile.ng/returnpolicy](http://www.nmobile.ng/returnpolicy) for our detailed return policy.

 Requirements for a valid return

* It is within five (5) days from the delivery date.
* The item is NEW and in Good condition.
* The item is in its ORIGINAL packaging, with all accessories intact (including warranty cards, manuals, receipt, etc.)
* It is accompanied with a filled Return form.

How to return.

1. Fill the below form with preference
2. Attach receipt issued at the point of sale.
3. Contact nmobile customer service team by calling (07006662453 or 0700-NMOBILE) or email us at services@nmobile.ng. Alternatively we can give you an address you can send the product to
4. Upon arrival at our office we will conduct a quality check of the item, if your return is invalid we will notify you and send the item back to you.
5. However if the product is in good condition, we will proceed with the refund. Per default we will refund you through Nwallet or your local bank.

RETURNS FORM

|  |  |
| --- | --- |
| Name of Item  |  |
| Model no. (where applicable) |  |
| Number of items returned |  |
| Amount Paid |  |
| Date of purchase |  |
| Date of delivery |  |

|  |  |  |
| --- | --- | --- |
| Please explain further the reason for return |  | Incase of bank transfer, please fill in your bank details |
| Return Date |  |  |
| Customer name |  | Account name |  |
| Date and signature. |  | Account number |  |
| Email |  | Bank name |  |
| Phone number |  | Branch |  |