

Mobile Device Number

\_\_\_\_ - \_\_\_\_ - \_\_\_\_



Attention FAX to ReClaimProcessing

Agents @ 866-625-6123

From:

Date/Time:

## Replacement Device Claim Form

In order to receive an additional replacement device regarding your insurance claim, you must complete this form in its entirety and email/scan, mail or fax the form along with a copy of your government issued ID of the accountholder. Additionally, in order to be deemed defective this equipment will need to be returned and verified. If the received handset is not as described during the claim there will be a Restocking Fee assessed.

Send Form To:

eSecuritel

PO Box 03

Alpharetta, GA 30009-9998

Toll Free Fax: **(866) 625-6123**

Email: [RCProcessing@esecuritel.com](mailto:RCProcessing@esecuritel.com)

### Section I: Accountholder Information

Accountholder Name \_\_\_\_\_ Claim ID \_\_\_\_\_

Make/Model of Phone: \_\_\_\_\_

Billing Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Contact Numbers: Daytime \_\_\_\_\_ Evening \_\_\_\_\_

Email address: \_\_\_\_\_

( Please note that your email address will only be used to contact you regarding status of claims with eSecuritel and will not be shared with 3<sup>rd</sup> parties)

### Section II: Cause for Secondary Replacement

Complete this section as it relates to the replacement device you received:

Defective Device

I contacted Technical Support Line for assistance

Not functioning properly, but the device is working

Please describe \_\_\_\_\_

Non-functional (does not work at all)

Please describe \_\_\_\_\_

Received Wrong Model

Model Claimed \_\_\_\_\_ Model Received \_\_\_\_\_ Model Expected \_\_\_\_\_

Other (Please Describe) \_\_\_\_\_

\_\_\_\_\_

Mobile Device Number

\_\_\_\_ - \_\_\_\_ - \_\_\_\_

### Section III: Accept Conditions of Replacement

eSecuritel considers material misrepresentation of facts regarding your claim and the condition or status of the replacement device provided by eSecuritel as an act of Fraud. If eSecuritel determines the facts of your claim were intentionally misleading or misstated in order to obtain an additional or different device, eSecuritel reserves the right to charge you the additional costs incurred by eSecuritel and will take legal action as deemed appropriate.

By signing below you are swearing the information provided in this Replacement Device Statement is true to the best of your knowledge. That you have already shipped the replacement device previously provided by eSecuritel to eSecuritel, {The package was shipped via: \_\_\_\_\_ and the tracking number on the package is \_\_\_\_\_} and that you acknowledge that a replacement handset will not be shipped until eSecuritel receives verification from the shipping agent that it is in transit and/or delivered to our inspection facility. **\*\*\*IMPORTANT RETURN SHIPMENT INFORMATION\*\*\***: If you use the pre-paid FedEx Ground label provided by eSecuritel to return the phone you are claiming as defective, please follow the instructions on the back of the FedEx label to find the nearest FedEx Ground location. **DO NOT place your package in a FedEx Express drop box as it will delay our ability to track your package by 3 – 5 business days.**

eSecuritel inspects and tests all returned devices. If the replacement device you are claiming to be defective is found to be in good condition and fully functioning, you will owe a Restocking Fee of \$50.

I accept the terms above. Signature \_\_\_\_\_ Date \_\_\_\_\_

I hereby authorize eSecuritel to charge my credit card \$50 in the event I am assessed a Restocking Fee.

Visa  Master Card  American Express  Discover

Account Number \_\_\_\_\_ Expiration Date \_\_\_\_\_ - \_\_\_\_\_ (mm/yy)

Address as it appears on your Credit Card Bill

\_\_\_\_\_  
\_\_\_\_\_

Cardholder Name as Printed on card \_\_\_\_\_

Signature of Card Holder \_\_\_\_\_ Date \_\_\_\_\_

Photocopy of ID

Acceptable IDs:

|                       |                 |
|-----------------------|-----------------|
| Drivers License       | US Passport     |
| Visa                  | State Issued ID |
| Resident Alien Permit | US Military ID  |