

## **FIREFLY HANDSET**

### **DOA and REPAIR/REPLACEMENT “Return Authorization Procedures”**

Firefly Returns for DOA and Repair/Replacement should be directed to Microcel under the following procedures.

**NOTE:** Firefly DOA Return Authorization Request must be made within 15 days of the customer returning the phone and accessories.

To obtain an RA form click on the link “Firefly Return Authorization Form” under Downloads/Warranties from our Microcel website.

**NOTE:** The RA form is also available through Rogers Supplier Handbook

Complete the form as indicated, providing IMEI# of each Firefly handset. Fax RA form to 1-905-853-4363 or toll free at 1-800-753-6646 along with a copy of customer’s proof of purchase or email to [customersupport@microcelaccessories.com](mailto:customersupport@microcelaccessories.com)

**NOTE:** If emailing the form, the customer’s Proof of Purchase must be included with the returned handset.

Upon receipt of complete and accurate information, you will be provided with an RA # by fax or email within 2 business days. This number is valid for 30 days. One UPS waybill will also be emailed (for each master carton) to the email address provided on the RA form.

**NOTE:** UPS waybills are valid for 10 business days. After this period, dealers are responsible to return at their own expense.

**NOTE:** If a UPS email receipt cannot be accommodated please contact us at the number above for assistance.

Clearly mark your RA# on the outside of each master carton and be sure to include a copy of the approved RA form, customer’s proof of purchase and handset (**for DOA please ensure all accessories and manuals are returned**). **Incomplete returns will be sent back at dealer’s expense.**

Place a UPS waybill on the outside of each master carton and call UPS for pickup at 1-800-742-5877 and state you have a “Return Services Label”

Once received, Microcel will process the return and ship a replacement handset within 2 business days. DOA handsets received with No Fault Found, liquid or physical damage will be returned, as is, to point of origin at dealer’s expense.

**IMPORTANT: PRODUCT RECEIVED WITHOUT A RETURN AUTHORIZATION  
NUMBER WILL BE REFUSED AND RETURNED AT DEALER’S EXPENSE**