

Hardware policy

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Ordering hardware from plan.com is quick and easy via the plan.com portal.

To ensure that everything progresses smoothly with your order, please read this document in full. If you have any questions or are unsure about anything, please contact one of our Support teams by emailing hardware@plan.com before placing your order.

Key points to note

- Hardware ordered via the plan.com portal **must only be connected to the plan.com network**. We carry out regular checks to ensure compliance and reserve the right to cancel your access to the hardware section of the plan.com portal if hardware is not connected to the O2/plan.com network.
- Hardware provided by plan.com is **locked to the O2/plan.com network** unless you order SIM-Free kit or are advised otherwise.
- Hardware quotes will need to be linked to an airtime quote and you must **not order more devices than airtime** connections (although you are not required to order all, or indeed any, of your hardware from us, and subject to approval you may purchase stock for use for plan.com customers).
- Subject to stock availability, **orders will be shipped via courier free of charge for next day delivery** (note that you will need to **set your connection dates to allow enough time** to receive the hardware from us and send on to your customer). There are also chargeable options for pre-midday and Saturday delivery.
- All orders have a cut off to be received by the Hardware Team for next day delivery, which is 16:00 Monday to Friday.
- As soon as your order has been successfully placed with our supplier, the quote will be marked as 'order placed' on the plan.com portal.
- When sent direct to your customer, the dispatch note sent with your devices will be unbranded, detail all the products ordered and, where applicable, IMEI/serial numbers will be added.
- **If we do not have sufficient stock** of the hardware you have ordered when we come to dispatch it, we will:
 - Advise you as soon as reasonably practicable;
 - Where possible, offer an alternative (for example, a SIM-Free version of the same handset at a higher cost);
 - Allow you to choose whether you wait for the handset to come back into stock (in which case we will place it on backorder), accept the alternative offered, or cancel some or all of your hardware order.
- Up-to-date hardware prices are available on the plan.com portal 24/7/365.
- If you are discussing a **large deal that requires more than 50 devices**, please advise your BDM, Sales Account Manager or the Hardware team as soon as possible, so we can work on securing stock for you.
- Our partner agreement contains important additional provisions regarding our supply of hardware. Please ensure you have read them before placing an order.

Order and delivery issues

Our Support teams are on hand to deal with any returns and will work hard to minimise the inconvenience to you and your customers in the unlikely event of something going wrong with your order.

In the event that you need to contact us, please email hardware@plan.com.

Hardware can be returned if:

1. the item was damaged in transit prior to receipt.
2. the item supplied is different from that ordered on the plan.com portal (i.e. there is an error on the part of plan.com or one of our suppliers);
3. the item supplied was incorrectly ordered on the plan.com portal (i.e. a mistake was made by somebody other than plan.com or one of our suppliers), **provided that the item is unopened**, but this may incur a restocking fee;

The processes in this policy apply to any handsets bought through the plan.com portal, as well as any other O2-locked hardware that is in use with a plan.com SIM card.

A return must be requested prior to the handset being returned. In the case of damaged-in-transit handsets, partners are responsible for undertaking a fault diagnosis as part of this process – see Appendix 2 for details.

1. DAMAGED IN TRANSIT

1. If a device is received damaged in transit, you must contact us **within 24 hours of receipt** of the order.
2. We will contact our supplier and advise you of the process for returning the device(s).
3. Once the device(s) have been checked by our supplier and confirmed as damaged in transit, we will credit the purchase price to your account/commissions.
4. Whilst the return is being processed, you will need to order replacement devices through the plan.com portal

2. PLAN.COM OR SUPPLIER ORDER/SUPPLY ERROR

1. If a handset has been incorrectly supplied and the fault lies with plan.com or the supplier, you must notify us within 24 hours of receipt.
2. We will then organise with you to have the incorrect devices returned and the correct devices sent.
3. To the extent there are any other errors with the order, these will be resolved by our Support teams as soon as practicable.

3. PARTNER OR CUSTOMER MISTAKE

Handsets that were incorrectly ordered by the customer or partner may be returned within 10 days of delivery provided that they are unopened. Please contact the Hardware team for the correct returns address.

Note that there may be a restocking charge which you will be advised about when the return is arranged.

Handsets that were incorrectly ordered by the customer or partner are not eligible for return if they have been opened or the packaging has been tampered with in any way.

NON-DELIVERY

In the unlikely event that an order doesn't show up, here are the steps you need to follow:

1. You must contact us to advise that your order was not received within 24 hours of the notified delivery date (or re-arranged delivery date, if applicable) received by email as stated above.
2. If the address that you entered was incorrect, we will not be liable for any losses as a result of non-delivery, but will help you try and track down the package.
3. If the address that you entered was correct, you will need to re-order on your account and we will credit your account/commissions for the missing items once the items have been returned to sender.

Faulty handset policy

*All Faulty Devices supplied by plan.com (excluding SIM-Free TCL BlackBerry devices over 30 days since purchase)

1. The partner must undertake the fault diagnosis steps in Appendix 2.
2. If the handset is believed to be faulty after the fault diagnosis steps have been completed, a 24-hour swap may be requested by the following process:
 - a. Click on the 'Customers' tab in the search area
 - b. Enter the IMEI number of the handset
 - c. On the service card that appears, click more options and then select 'Hardware return' from the drop down
 - d. On the pop up 'Customer options' click 'Return' on the right-hand side
 - e. Please check all the details are correct – you can manually change the Address for swap out if needed - and then enter a brief summary of the fault, fill in the 2 tickboxes once checked and click 'send'
 - f. Once sent the status of the request will inform you of the stage the request is at
 - g. In the event of any issues – no like for like handset available, out of warranty cover etc. – we will contact you via the portal and/or email to resolve
 - h. Once a swap out has been arranged and confirmed, you will be advised of the details via the portal and/or email
 - i. Please note that O2 **sub 10-day returns** will require a replacement to be ordered via a new quote on the portal, and the faulty handset will require sending back for which a credit will be issued once it has been tested and the fault confirmed by O2
 - j. Some SIM free returns will require the original charging cable and plug attachment to be returned along with the handset – this will be communicated to you if necessary.

*Faulty SIM-Free TCL BlackBerry devices over 30 days since purchase

1. The partner must undertake the fault diagnosis steps in Appendix 2.
2. SIM-Free TCL BlackBerry devices that are outside of 30 days of receipt, if the handset is believed to be faulty after the fault diagnosis steps have been completed issues must be addressed direct with TCL BlackBerry on 08000 260 729

Please note that:

- Swap requests will only be approved if the device is within its manufacturer's warranty (12 months from date of purchase for all Apple devices and 24 months from date of purchase for all other manufacturers) excluding SIM-Free TCL BlackBerry devices over 30 days since purchase.
- The 24-hour swap out is provided at plan.com's discretion at all times and examples of what's covered and what's not covered are contained in Appendix 3.
- Only the device itself is covered, any associated accessories are not covered by warranty.
- If the faulty device is found to be damaged or faulty due to customer mistreatment (accidental or otherwise), or if the device is returned with any account or security locks active, we reserve the right to charge you the full retail price for the replacement as well the relevant admin fee applied by the supplier.
- The customer must be in a position to exchange their faulty device (and any requested accessories) for the replacement device at the time the replacement device is delivered.
- Where possible, a refurbished device of the same make and model will be provided, but this cannot be guaranteed. If not available, a suitable alternative will be supplied.
- If the customer's device cannot be replaced with the same make and model, we will endeavour to provide a device with a similar specification.
- All returns are **SUBJECT TO OUR CREDIT GUIDELINES** in Appendix 1 below and that if you return a handset as faulty which, when tested, shows no fault, you will **BE INVOICED FOR THE FULL PRICE OF THE REPLACEMENT DEVICE, AN ADMIN FEE WILL BE CHARGED** and we will return the non-faulty handset to you.

Unlocking hardware policy

Customers connecting through plan.com obtain, by buying O2 locked handsets, access to cheaper hardware. Therefore, we restrict immediate unlocking of the device to ensure fairness and equality with those who paid for the higher priced unlocked hardware.

Unlocking criteria

Prior to unlocking hardware, we must ensure the customer meets the necessary conditions for us to proceed

1. The handset must be least six months old from the point of purchase
2. The handset must be being used on the network and associated with the customer's airtime contract
3. There must be no outstanding balance on the account
4. All requests **MUST** be in writing
5. All requests **MUST** come from the **account holder's email address** as registered on the portal.
6. The following information is also needed, otherwise we cannot proceed with the unlocking:
 - a. Mobile number associated to the handset
 - b. Make and model
 - c. IMEI number

Actions and timescales

For most devices, the unlocking process will take up to **10 business days** and is completed by the user entering the provided code into the handset directly.

With Apple devices, the unlocking process will take up to **3 business days** and is completed by the user connecting the handset to iTunes.

Following this process, a notification is sent to the customer to inform them that unlocking has been completed.

Appendix 1

CREDIT GUIDELINES

Our credit guidelines for returned devices, which apply to all returns, are as follows:

Missing parts	Credit will be reduced by the cost of missing parts	Please ensure all parts are returned with the device
SIM-Free Equipment not originally purchased from plan.com	No credit will be applied	
Customer damaged or PIN/ Account locked	The device will be returned to you and the replacement cost + supplier admin fee charged will be charged	Please ensure the handset is checked for damage and any security PINs and Accounts removed Any damage at all will invalidate the warranty claim
No fault found	The device will be returned to you and the replacement cost + supplier admin fee charged will be charged	Please complete the fault diagnosis steps in Appendix 2 to ensure that the device you are returning is faulty

Appendix 2

FAULT DIAGNOSIS

You must complete these checks prior to requesting a return or swap out:

- Check that the customer has the latest operating system installed on the device – please check the device user guide.
- Process a factory reset and remove any third-party applications. As more and more users install third-party applications on their device the chances of a conflict between software installed on the device increases.
- Check with plan.com customer services to ensure the device is registering on the network. Switch the device off and clean the SIM and battery by wiping with a clean cloth. Switch the device back on and see whether this resolves the issue.
- For dropped calls, note the location and see whether other plan.com or O2 users are experiencing the same problem. Also, check the signal shown on the device and the coverage in the area via the O2 coverage checker at <http://www.o2.co.uk/coveragechecker> as there may be maintenance being carried out.
- Try the SIM in a device that works and another working SIM in the 'faulty' device – this may highlight a faulty SIM.
- If the device is not holding charge, let the battery run low and then using a mains charger rather than a USB cable attached to a laptop or PC, recharge the device. In most cases this will rectify the issue - if it doesn't, please replace the battery (where possible).
- Check the device manufacturer website as other users may have experienced the same fault and a solution may be logged on the site.
- Check that the customer has not dropped or damaged the phone (including water damage)

Appendix 3

24-HOUR SWAP OUT

The following faults are covered by the plan.com fault return scheme (when not a network issue and the handset has no signs of damage):

- Poor signal/dropping calls where coverage is good
- Emergency calls only
- Insert SIM message
- Not powering on
- One way transmission
- Not charging
- Not ringing
- Faulty key pads
- Frozen screen

The following faults are not covered:

- Impact damage
- Damaged connectors/casings
- Cracked/bleeding screen
- Snapped/bent aerials
- Water damage/condensation behind screen
- Everyday use e.g. scratched screens and paintwork or worn keypads
- A third-party application or accessory that has been loaded/added to the device
- Devices outside of the manufacturer's warranty
- Failure of any received accessories including but not limited to charging cables, mains adaptors, headphones etc.

Guidance for timeframe:

- Any completed requests received by plan.com **by 1pm will be swapped out next business day**
- Any completed requests received by plan.com **after 1pm will be swapped out as soon as is possible**, but with no guarantee of the next business day