

Kelco.ie Returns Form

Please note that this change of mind returns form is for pay as you go orders and accessory orders only.

Use this form for:

- ☐ Returning a pay as you go phone
- ☐ Returning an accessory

All change of mind returns will be sent to our quality department for testing. Any phone that has been used for sending or receiving voice, text or MMS calls or messages will not be accepted as a return order, and will be returned to you within 14 working days.

To return your order:

1. Fill out the form below and submit
2. Print out this page and return it with your phone to: Kelco.ie Returns Main Street Donegal Town Ireland

Order number :

Customer name:

Contact phone :

E-mail address:

County :

** Reason for return:

- Duplicated Order
- Incorrect Product
- Change of Mind (within 14 days)
- Faulty phone/accessory (within 28 days)

Please ensure the return of the following items:

- ☐ Phone (without physical damage)
- ☐ Charger
- ☐ Battery
- ☐ Manufacturer manual
- ☐ Packaging

* Please use the same order number & email address at the shop

time of purchase in the online