

Personal details	
Forename / Name:	
Street / No.:	
Post code / City:	
NATEL® number:	
email address:	

Details of faulty mobile phone	
Make and model:	
IMEI Number: “15 digits / beginning with 35... or 01...” The IMEI number is a unique international serial number for mobile phones. You can find this number on your guarantee, on the original packaging, or in your mobile phone itself by selecting *#06#.	
Accessories included (Please only send accessories if they are directly related to the fault).	

Description of error (as detailed as possible)

Is the problem constant or intermittent?  constant  intermittent

Order confirmation:
Place, date: <span style="float: right;">Signature:</span>

### Important information:

- By sending your phone to our Service Centre, you are accepting Swisscom's [repair service terms](#). It is essential that you back up all personal data (contacts, calendar entries, photos, etc.) before sending your phone to us.
- If you didn't buy your phone from Swisscom, we will need a copy of your guarantee or proof of purchase showing the date and place of purchase, and details of the device.
- Send your mobile phone (including the battery) WITHOUT the SIM card. Accessories should only be sent if they are directly related to the fault. Please ensure that the mobile phone is packed with care.
- Should charges to your account be incurred, you will receive an estimate before any repairs are made.
- Once repaired, your mobile phone will be returned to the address given on this form.

**Send your faulty phone together with this completed form to:**

**Swisscom (Schweiz) AG  
Service Center – Repair  
Meierhofstrasse 7  
6032 Emmen**