

Returns

If you are not 100% satisfied with your purchase, we pride ourselves on resolving problems and issues quickly and efficiently. We are happy to accept returns and carry out replacements or repairs without hassle – we will aim to process your return within 2-3 working days from the day we receive it back. Please only get in contact with us if you have not heard from us or received your desired outcome during our 2-3 working day aim time.

For technical support, or if you have any issues with your device please visit:
www.theioutlet.com/support

IMPORTANT

BEFORE YOU RETURN YOUR DEVICE:

Please follow the steps below and make sure your phone is signed out of your iCloud account. We **cannot** process your return until this has been done.

- Tap Settings > iCloud. Scroll down and tap Sign Out.
- Tap Sign Out again, then tap Delete from My iPhone and enter your password.
- Go back to Settings and tap General > Reset > Erase All Content and Settings.
- If you turned on Find My iPhone, you might need to enter your Apple ID and password.
- If asked for your device passcode or Restrictions passcode, enter it. Then tap Erase [device].
- If your device does not power on and you are unable to sign out of iCloud, please include your Apple ID and Password so we can reset the phone if we manage to power it on.

Please fill in the grid below and make sure **all boxes** are filled in with the information we require. We recommend sending the device back to us via **Royal Mail Special Delivery** (or any tracked service) as this keeps the package insured and also provides you with a **tracking number** to see when we receive your package.

Our return address is:
The iOutlet, Unit 37A Sisna Park, Sisna Park Road, Plymouth, PL6 7FH
Contact us on: 01752 696844 (Monday – Saturday 9am – 1pm)

Your Order Number/Full Name:	
Item Model:	
Reason For Return:	
Solution (Refund/Repair/Exchange):	
Your Return Address (If seeking a repair or replacement only)	

Please note: We cannot ship back to an Argos Store if you used click and collect previously.