

Vodafone Recovery Policy

Business Customers



1. Recovery Policy - Overview

1.1 Vodafone has a discretionary process for dealing with Recovery Equipment failure called 'Recovery'.

1.2 This is a User-focused process for Vodafone Business Customers that aims to service standard Recovery Equipment.

2. Vodafone Technical Call Centre

2.1 In order to start the Recovery process, Customers must first report any defective Recovery Equipment to the Vodafone Technical Call Centre, which will carry out repair avoidance diagnostics.

2.2 If the Vodafone Technical Call Centre, in its sole discretion, verifies that the Recovery Equipment is covered by this policy, it will arrange for the Recovery Equipment to be either i) replaced with a refurbished device; or ii) repaired. Depending on the applicable Recovery Level, Customer may be required to provide the Recovery Equipment to Vodafone or alternatively will be required to comply with the instructions of the Vodafone Technical Call Centre.

2.3 Where Customer reports Recovery Equipment as faulty to the Vodafone Technical Helpdesk, and once the Recovery Equipment is in the possession of Vodafone it is subsequently found not to be defective, Vodafone shall be entitled to charge Customer a 'no fault found' administration fee of £30 (exclusive of VAT).

2.4 When returning Recovery Equipment to Vodafone, Customer must remove any security and other protective features (such as 'Find my iPhone') that prevent Vodafone from accessing the Recovery Equipment. If any returned Apple Recovery Equipment is running iOS 7 or later, and Customer has not deactivated the 'Find my iPhone' feature from the Recovery Equipment, Vodafone shall not be required to give Customer a refund and shall instead be entitled to charge and invoice Customer for the full amount of the Recovery Equipment.

2.5 Where Customer has returned Recovery Equipment to Vodafone and in Vodafone's reasonable opinion, Vodafone is unable to repurpose the Recovery Equipment in question for reasons other than it being beyond repair (including but not limited to the Recovery Equipment is found to be stolen or linked to criminal activity), Vodafone reserves the right to retrospectively charge Customer for the cost of any replacement devices sent to Customer, in accordance with the latest price on the Business Device Price List.

3. Recovery Levels

3.1 There are three levels of Recovery - Gold, Standard, and Remote (each a "Recovery Level"). Whether Recovery Equipment is covered by this policy, and if so, the applicable Recovery Level, will be based on the type and model of the Recovery Equipment and will be determined at Vodafone's sole discretion.

Gold Recovery	Where Recovery Equipment is reported as faulty to the Vodafone Technical Helpdesk before 16.00pm, and the Recovery Equipment is verified as both faulty and covered by the Gold Recovery level, Vodafone will, where reasonably practicable, make efforts to replace the Recovery Equipment the following Working Day before 18.00pm.
Standard Recovery	Where Recovery Equipment is reported as faulty to the Vodafone Technical Call Centre before 16.00pm, and it is verified as both faulty and covered by the Standard Recovery level, a postal repair pack will be despatched to the Customer. Customer must place the defective Recovery Equipment inside the postal repair pack and return the defective Recovery Equipment to Vodafone's central repair centre. Recovery Equipment is normally repaired within 3

	Working Days and then returned to Customer, however, this timeframe may change depending on the type and model of Recovery Equipment.
Remote Recovery	For Recovery Equipment, fully installed in a User's vehicle, an engineer will attend the User's vehicle at a convenient time and location and either repair or replace the Recovery Equipment.

3.2 Old or obscure Recovery Equipment models may not be serviceable at the same Recovery Level as more recent, popular models, however, such models are not necessarily excluded from this Recovery Policy. The back-up service and facilities available to us will determine which Recovery Level a model falls into.

3.3 If, for any reason, certain Recovery Equipment is not supported under this Recovery Policy, Vodafone will not be able to repair or replace such Recovery Equipment and Vodafone will recommend that Customer upgrades the Recovery Equipment.

3.4 For avoidance of doubt, any calls made to the Vodafone Technical Call Centre after 16.00pm on a given day, will be deemed as received by Vodafone on the next Working Day.

4. Financing Recovery

4.1 Recovery (regardless of the applicable Recovery Level) may be financed by one of the following three methods:

Manufacturer's Warranty	a free repair/replacement of the Recovery Equipment may be available for the remaining length of the manufacturer's documented warranty period, in accordance with one of the Recovery Levels.
Fixed Price Repair/Replacement Charge	Repair/replacement of Recovery Equipment is chargeable to the Customer where: (i) the Recovery Equipment is no longer covered by manufacturer's warranty; or (ii) the fault with the Recovery Equipment is not covered by manufacturer's warranty (e.g. Customer-inflicted damage). Vodafone's charging structure is detailed in the Business Device Price List,
Vodafone Business Insurance	Where Recovery Equipment is covered by applicable Vodafone Business Insurance, Charges will apply. Third party insurance does not apply.

5. Manufacturer's Warranties

5.1 Vodafone has endeavoured to extend the warranties of Recovery Equipment to 24 months with Recovery Equipment manufacturers. Warranty duration for specific Recovery Equipment devices is detailed in the Business Device Price List. Vodafone will not be liable in the event that the length of a manufacturer's warranty is reduced.

5.2 The warranty referred to in this Recovery Policy is offered by the Recovery Equipment manufacturers and is administered on their behalf by Vodafone.

5.3 This policy shall not apply to any devices where Customer has purchased them from another supplier. However, where Customer has devices from a previous supplier which would otherwise qualify as Recovery Equipment, had they been provided by Vodafone, and Customer can prove: (i) when it acquired the devices; and (ii) the devices remain within manufacturer's warranty, then Vodafone may be able to take over the administration of that device.

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6. Definitions:

Business Device Price List	a list, maintained by Vodafone, detailing the charging structure for any fixed price repair or replacement of Recovery Equipment devices. The Business Device Price List is made available on request and is updated on a monthly basis by Vodafone.
Customer	the recipient entity of services from Vodafone specifically identified in the services agreement entered into with Vodafone.
Recovery Equipment	mobile phones, tablets and sure signal devices supplied by, or on behalf of, Vodafone to Customer for use in receiving Mobility Services.
User	an individual end user of the Services who is approved by Customer and who must be a permanent or temporary employee or sub-contractor of Customer or an Additional Service Recipient unless otherwise specified in this Agreement.
Vodafone	Vodafone Limited, registered number 01471587, and registered office Vodafone House, The Connection, Newbury, Berkshire RG14 2FN.

Vodafone Technical Call Centre	A technical helpdesk provided by Vodafone for Customers to contact in accordance with this policy. Customers should obtain contact details from their Account Manager.
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