

Asset Return Instructions

Please read the below carefully before returning your device.

1) We request that each device returned should be working, complete and undamaged as per the below:

- Tablets include the charger.
- Laptops and Netbooks include the charger and the battery.
- Desktops should include the Power Cable.
- Televisions should include the remote control
- Device should turn on and off
- The screen is not damaged or cracked
- Device is not water-damaged
- The device should be in fair cosmetic condition with no noticeable faults such as excessive scratches or split plastics.
- All its internal components intact and in place (Memory, Hard-drive, CD drive...).

*If a device fails to meet the conditions set out above, we reserve the right to withhold any cash back due.

IMPORTANT NOTE:

- *Please ensure you remove your SIM card before sending us your device. We accept no liability in the event that a SIM card is sent with a device and charges are then incurred. You shall continue to be responsible for such charges. Any SIM cards received by us are non-returnable and will be destroyed.*
- *By sending your device to us, you agree to release us from all and any claims, losses or damages with respect to the device, any data stored or contained therein or on any media used in conjunction with the device (whether in the form of personal details, SMS, photos, games, songs or other data ("Data")). We accept no responsibility in relation to the security, protection, confidentiality or use of such Data and it is your responsibility to ensure that such Data is removed from the device prior to you sending it to us. Please delete personal Data from your device.*

2) Postage

All goods apart from televisions – see below:

You can return the old equipment by sending it back to us using our free courier service.

Collection of the equipment is available from anywhere in the UK, Monday to Friday, for an AM or PM pick up.

Simply call 0161 333 2400 and select Option 3 and we will be happy to help you

Please note you will be asked for the number of packages you are returning and their approximate weight.

Collection times are:

9am – 2pm for an AM collection

12pm – 5pm for a PM collection

Deliveries should be sent to Rentsmart at our address:

Rentsmart Limited
7th Floor, Oakland House
Talbot Road, Old Trafford
Manchester M16 0PQ

Televisions:

Simply call 0161 333 2400 and select Option 3 and we will be happy to help you and arrange collection as appropriate

3) Payment of the Cash Back (existing customers renewing only)

When we receive your device, we will check that it is complete; you will receive your payment in the form of a cheque within 14 working days after we have received the device