



RMA Instructions

In order for us to complete your request as quickly as possible, please follow these instructions.

1. Please back up all your data first
2. Cut along the dotted lines and paste the '1+' label somewhere prominent on the package. Place the RMA slip in the package along with the items you are returning
3. **For Repairs and Replacements:** Remove all add-ons from your device, such as the SIM card, screen protector, and Style Swap covers that did not come with the original device.

Note: Please do not include your charger, data cable or SIM ejector inside your return package. Only include your device unless you've been instructed otherwise.

4. **For Refunds:** Please include all items from the original shipment you wish to be refunded for, including original devices, packaging, accessories, documentation, cables, etc.

Please use original OnePlus box or use a box of similar size (20cm × 20cm × 5cm depth) with cushion and make sure all the items are properly packaged for shipping. Do not post in overly large or heavy boxes as they may incur additional charged.

(Please cut along the dotted lines)



Name: _____ Date: _____

RMA #: _____

(Note: Your RMA # will be the ticket # for your RMA request. If you are unsure, please contact OnePlus Customer Support)

Return Address

Name:

Company:

Address:

City, State, Postal code:

Country:

Telephone Number:

RMA Items Approved For:

Order Number:

IMEI Number:

Return Type:

- ☐ Return
☐ Repair
☐ Replacement