



Péter [REDACTED]

A message from Nothing Support

47 messages

Nothing Support <support@nothingtechsupport.zendesk.com>

31 January 2026 at 21:27

Reply-To: Nothing Support <[REDACTED]@nothingtechsupport.zendesk.com>

To: Peter [REDACTED]

Your request (1600595) has been updated. To add additional comments, reply to this email.

**Jec [REDACTED]** (Nothing)

Feb 1, 2026, 02:57 GMT+5:30

Dear Peter,

Thank you for reaching out to Nothing Customer Support.

We are truly sorry to hear about this hardware failure and the concerning incident you described, including the loud popping/crackling sound from the USB-C port. We understand how frustrating and disruptive it is when your device malfunctions, especially when it affects core functionality like charging and causes overheating. Please accept our deepest apologies for the inconvenience and concern this has caused you.

We take your safety and the performance of our products very seriously. The issues you have described are certainly not the experience we want you to have.

To help us assess the physical condition of the charging port and expedite the warranty process, could you please reply to this email with a clear, well-lit picture of the device's USB-C charging port? as well as the bank details or any proof of purchase?

In the meantime, to ensure your safety and prevent any further potential damage to the device, please follow these guidelines:

- **Charging:** Please try using a different charger and observe the performance. If the issue persists, we strongly advise you to use only low-wattage chargers.
- **Usage While Charging:** Please avoid using the device while it is connected to a charger.
- **Overheating:** If the device becomes excessively warm or hot, please turn it off immediately.

We appreciate your patience and look forward to receiving the picture so we can proceed with a solution for you as quickly as possible.

Warm regards,

Jec [REDACTED]
Nothing Customer Support



Peter [REDACTED]
Jan 31, 2026, 22:58 GMT+5:30

Subject: Hardware failure - Charging port malfunction and overheating

Description:

I am reporting a hardware issue with my Nothing Phone (3a). A few months ago, while charging the device using an official Nothing 45W adapter and an Anker 240W cable, I heard a loud popping/crackling sound coming from the USB-C port.

Since that incident, the following issues persist:

Charging speed is limited to 10W: The phone no longer supports fast charging, even when using the original Nothing 45W adapter or other high-quality chargers.

Abnormal Battery Data: Third-party monitoring apps show corrupted/impossible values (millions of mAh/mA), which suggests the charging controller (IC) is malfunctioning.

Overheating: The device frequently gets warm/hot during simple tasks and charging.

Note on Purchase: I have lost the original order confirmation email, but the device was purchased directly from nothing.tech via Revolut. I can provide the bank transaction confirmation (PDF) as proof of purchase.

SN: 00146153P [REDACTED]

Please advise on the warranty repair process.

This email is a service from Nothing. Delivered by Zendesk

[REDACTED]

Péter [REDACTED]
To: Nothing Support <[REDACTED]@nothingtechsupport.zendesk.com>

31 January 2026 at 23:32

Dear Jec [REDACTED],

Thank you for your response and the safety instructions. As requested, I am providing the details and the necessary documents to proceed with the warranty claim.

1. Physical Condition & Burn Marks: I have attached the requested photos of the USB-C port. Upon closer inspection, I noticed significant **black discoloration covering approximately 50% of the internal port area**. This appeared immediately after the loud popping sound I described. It clearly looks like **soot or burn marks** resulting from an electrical arc/short circuit, rather than simple scratches.

2. Proof of Purchase: As I could not find the original confirmation email, I have attached the **official Revolut transaction confirmation (PDF)**. It contains the date, amount, and recipient (Nothing Technology Ltd) of the purchase. Please note that this transaction also includes the official Nothing Case and the official Nothing 45W Power Adapter, which I have been using to charge the device.

3. Final Diagnostic Observations (Testing with Anker Prime Power Bank): To provide accurate data for your technical team, I performed a controlled test. The results confirm a severe internal hardware failure:

- **Massive Energy Leakage:** To increase the phone's battery by **8% (approx. 400mAh)**, the power bank drained **5% of its 20,000mAh capacity (1,000mAh)**. This indicates a **60% energy loss** within the phone's charging

circuitry.

- **Hardware Power Limit:** Despite using a 45W Nothing adapter and a 240W Anker cable, the phone is hardware-limited to **approx. 10-12W**.
- **Sensor Malfunction:** A 3rd party software (capacity info) incorrectly reports "25W charging," while the power bank's digital display confirms a real output of only 10W.
- **Heat Issues:** Even at this low 10W speed, the device becomes warm enough to cause **hand sweating** during use, confirming that the lost energy is being converted into heat inside the chassis.

I love the Nothing Phone (3a) and the brand's philosophy, but this specific unit is clearly defective and unsafe. I look forward to your instructions regarding the repair or replacement process.

Best regards,

Peter [redacted]
[Quoted text hidden]

4 attachments



IMG-20260131-WA0003.jpg
95K



IMG-20260131-WA0000.jpg
109K



IMG-20260131-WA0002.jpg
102K

 **transaction-statement_680aac8-4c8e-a9e3-85da-9168cfd52e91_en-gb_7732a9.pdf**
27K

Nothing Support <support@nothingtechsupport.zendesk.com>
Reply-To: Nothing Support <[redacted]@nothingtechsupport.zendesk.com>
To: Peter [redacted]

1 February 2026 at 01:53

Your request (1600595) has been updated. To add additional comments, reply to this email.



Debbie [REDACTED] (Nothing)

Feb 1, 2026, 07:23 GMT+5:30

Hi Peter,

Thank you so much for sharing the necessary details with us. In order to proceed with the warranty claim, can you please confirm if the purchase was made through our official website?

We look forward to your reply.

Best regards,

Debbie [REDACTED]

Nothing Customer Support



Peter [REDACTED]

Feb 1, 2026, 05:02 GMT+5:30

Dear Jec [REDACTED],

Thank you for your response and the safety instructions. As requested, I am providing the details and the necessary documents to proceed with the warranty claim.

1. Physical Condition & Burn Marks: I have attached the requested photos of the USB-C port. Upon closer inspection, I noticed significant **black discoloration covering approximately 50% of the internal port area**. This appeared immediately after the loud popping sound I described. It clearly looks like **soot or burn marks** resulting from an electrical arc/short circuit, rather than simple scratches.

2. Proof of Purchase: As I could not find the original confirmation email, I have attached the **official Revolut transaction confirmation (PDF)**. It contains the date, amount, and recipient (Nothing Technology Ltd) of the purchase. Please note that this transaction also includes the official Nothing Case and the official Nothing 45W Power Adapter, which I have been using to charge the device.

3. Final Diagnostic Observations (Testing with Anker Prime Power Bank): To provide accurate data for your technical team, I performed a controlled test. The results confirm a severe internal hardware failure:

- **Massive Energy Leakage:** To increase the phone's battery by **8% (approx. 400mAh)**, the power bank drained **5% of its 20,000mAh capacity (1,000mAh)**. This indicates a **60% energy loss** within the phone's charging circuitry.
- **Hardware Power Limit:** Despite using a 45W Nothing adapter and a 240W Anker cable, the phone is hardware-limited to **approx. 10-12W**.
- **Sensor Malfunction:** A 3rd party software (capacity info) incorrectly reports "25W charging," while the power bank's digital display confirms a real output of only 10W.
- **Heat Issues:** Even at this low 10W speed, the device becomes warm enough to cause **hand sweating** during use, confirming that the lost energy is being converted into heat inside the chassis.

I love the Nothing Phone (3a) and the brand's philosophy, but this specific unit is clearly defective and unsafe. I look forward to your instructions regarding the repair or replacement process.

Best regards,

Peter [redacted]

Attachment(s)

[IMG-20260131-WA0003.jpg](#)

[IMG-20260131-WA0000.jpg](#)

[IMG-20260131-WA0002.jpg](#)

[transaction-statement_680aaac8-4c8e-a9e3-85da-9168cfd52e91_en-gb_7732a9.pdf](#)

[Quoted text hidden]

[Quoted text hidden]

Péter [redacted]
To: Nothing Support <[redacted]@nothingtechsupport.zendesk.com>

1 February 2026 at 01:54

Yes, it was purchased from the official store.

[Quoted text hidden]

Nothing Support <support@nothingtechsupport.zendesk.com>
Reply-To: Nothing Support <[redacted]@nothingtechsupport.zendesk.com>
To: Peter [redacted]

1 February 2026 at 02:04

Your request (1600595) has been updated. To add additional comments, reply to this email.



Debbie [redacted] (Nothing)

Feb 1, 2026, 07:34 GMT+5:30

Hi Peter,

Thank you for confirming. I have tried to retrieve your order; however, I cannot find it using your name and email address. Can you please confirm the email address you use when placing the order?

Best regards,

Debbie [redacted]

Nothing Customer Support



Peter [redacted]

Feb 1, 2026, 07:24 GMT+5:30

Yes, it was purchased from the official store.

[Quoted text hidden]

[Quoted text hidden]

Péter [redacted] 1 February 2026 at 02:08
To: Nothing Support <[redacted]@nothingtechsupport.zendesk.com>

I'm sorry to hear that. The email address I used to place the order was [redacted]. I also attached the transaction pdf from Revolut again. It might help you.

[Quoted text hidden]

 **transaction-statement_680aac8-4c8e-a9e3-85da-9168cfd52e91_en-gb_7732a9.pdf**
27K

Nothing Support <support@nothingtechsupport.zendesk.com> 1 February 2026 at 02:17
Reply-To: Nothing Support <[redacted]@nothingtechsupport.zendesk.com>
To: Peter [redacted]

Your request (1600595) has been updated. To add additional comments, reply to this email.



Debbie [redacted] (Nothing)

Feb 1, 2026, 07:47 GMT+5:30

Hi Peter,

Thank you for sharing these details. I have found your order on our website. Since your device is still under warranty, we would be thrilled to have it checked and repaired at our service center! However, should the inspection reveal a defect caused by user damage, you will be held responsible for the repair costs.

If that sounds good to you, please let us know.

Best regards,

Debbie [redacted]

Nothing Customer Support



Peter [redacted]

Feb 1, 2026, 07:39 GMT+5:30

I'm sorry to hear that. The email address I used to place the order was [redacted]. I also attached the transaction pdf from Revolut again. It might help you.

Attachment(s)

[transaction-statement_680aaac8-4c8e-a9e3-85da-9168cfd52e91_en-gb_7732a9.pdf](#)

[Quoted text hidden]

[Quoted text hidden]

P  ter [redacted]
To: Nothing Support <[redacted]@nothingtechsupport.zendesk.com>

1 February 2026 at 13:55

Thank you for the update. To the best of my knowledge, the damage was not caused by any misuse, but I understand that the final decision lies with the service center.

I have a few questions regarding the process:

- If the inspection concludes it is not covered by warranty, do I have the option to refuse the repair? I assume the costs could be quite high, and I would like to know my options beforehand.
- What are the exact procedures for shipping?
- Is there a possibility of replacing the device entirely if the damage to the internal components is found to be significant?

[Quoted text hidden]

Nothing Support <support@nothingtechsupport.zendesk.com>

1 February 2026 at 15:55

Reply-To: Nothing Support <[REDACTED]@nothingtechsupport.zendesk.com>

To: Peter [REDACTED]

Your request (1600595) has been updated. To add additional comments, reply to this email.

**Nicole [REDACTED]** (Nothing)

Feb 1, 2026, 21:25 GMT+5:30

Hi Peter,

We understand your concern regarding the damage and the warranty process, and we sincerely appreciate the thoughtful questions you've raised. Please allow us to clarify:

1. If the inspection concludes that the issue is not covered under warranty, you will indeed have the option to decline the repair.
2. Should you choose to proceed with the repair, we will provide you with the exact shipping instructions to ensure the process is smooth and straightforward.
3. Regarding the possibility of a full replacement, this decision ultimately rests with the service center after they complete their assessment of the device's internal components.

We apologize for any inconvenience this situation may have caused and thank you for your patience and understanding. If you have any questions or require further assistance, please do not hesitate to contact us again.

Best regards,

Nicole [REDACTED]

Nothing Customer Support

**Peter [REDACTED]**

Feb 1, 2026, 19:26 GMT+5:30

Thank you for the update. To the best of my knowledge, the damage was not caused by any misuse, but I understand that the final decision lies with the service center.

I have a few questions regarding the process:

- If the inspection concludes it is not covered by warranty, do I have the option to refuse the repair? I assume the costs could be quite high, and I would like to know my options beforehand.
- What are the exact procedures for shipping?
- Is there a possibility of replacing the device entirely if the damage to the internal components is found to be significant?

[Quoted text hidden]

[Quoted text hidden]

Péter [redacted]
To: Nothing Support <[redacted]@nothingtechsupport.zendesk.com>

1 February 2026 at 16:41

Dear Nicole,

Thank you for the clarification. It is reassuring to know that I have the option to decline the repair if needed, and that a replacement is a possibility depending on the service center's assessment.

I am ready to proceed with the inspection. Please provide the exact shipping instructions so I can send the device as soon as possible. Although I will need some time to back up my device.

I truly love the Nothing brand and its philosophy. In fact, I just recently purchased the new **Ear (2024)** directly from your official store, as I am building a complete "Nothing setup." Because I am such a dedicated supporter, this hardware incident was quite a stressful experience for me.

I'm not really looking for a discount coupon at the moment (since I just got the earbuds), but I would be incredibly grateful for a small physical gesture of goodwill to compensate for the inconvenience. I would be especially excited about a **Nothing Hoodie (Size M)** or a **Nothing C-to-C cable** (the one with the transparent ends)—I would love to be a "walking advertisement" for the brand. Alternatively, a **100W/140W Power adapter** would also be a wonderful surprise to help complete my ecosystem.

Any of these would certainly restore my full confidence in the brand after this incident.

I look forward to receiving the shipping details.

Best regards,

Péter [redacted]

[Quoted text hidden]

Nothing Support <support@nothingtechsupport.zendesk.com>
Reply-To: Nothing Support <[redacted]@nothingtechsupport.zendesk.com>
To: Peter [redacted]

1 February 2026 at 16:53

Your request (1600595) has been updated. To add additional comments, reply to this email.



Nicole [redacted] (Nothing)

Feb 1, 2026, 22:23 GMT+5:30

Hi Peter,

Thank you for providing the image and video we requested. To initiate the repair process, kindly visit <https://nothing.tech/pages/support-after-sales-service?>

Simply click on "submit request" to proceed with your return. Here is your RMA number (**EU:** [redacted]) that you will need to include for the return; this number is necessary for your repair order. Please be aware that the RMA number will be valid for 15 days.

You will receive another email from us containing the shipping label within 1-3 working days. Typically, the courier company will collect the product within 2 days after you receive the label. If you would like

to adjust the pick-up time, please reach out to the shipping company to arrange an alternative, or you can drop it off yourself.

Please don't forget to remove any accessories that were not originally included with the device and also factory reset the device to expedite the inspection process.

We kindly ask that you send us a video of you packing the device for documentation purposes regarding your return.

For your reference, please find the attached document with detailed return instructions to help ensure a smooth process.

Regarding your request for a gesture of goodwill, we will check with our relevant team to see if this is possible. Please note that we cannot promise anything at this stage, as such gestures require approval first. Rest assured, we will update you once we have confirmation.

If you have any questions or need further assistance, feel free to contact us anytime.

Best regards,

Nicole [REDACTED]

Nothing Customer Support



Peter [REDACTED]

Feb 1, 2026, 22:12 GMT+5:30

Dear Nicole,

Thank you for the clarification. It is reassuring to know that I have the option to decline the repair if needed, and that a replacement is a possibility depending on the service center's assessment.

I am ready to proceed with the inspection. Please provide the exact shipping instructions so I can send the device as soon as possible. Although I will need some time to back up my device.

I truly love the Nothing brand and its philosophy. In fact, I just recently purchased the new **Ear (2024)** directly from your official store, as I am building a complete "Nothing setup." Because I am such a dedicated supporter, this hardware incident was quite a stressful experience for me.

I'm not really looking for a discount coupon at the moment (since I just got the earbuds), but I would be incredibly grateful for a small physical gesture of goodwill to compensate for the inconvenience. I would be especially excited about a **Nothing Hoodie (Size M)** or a **Nothing C-to-C cable** (the one with the transparent ends)—I would love to be a "walking advertisement" for the brand. Alternatively, a **100W/140W Power adapter** would also be a wonderful surprise to help complete my ecosystem.

Any of these would certainly restore my full confidence in the brand after this incident.

I look forward to receiving the shipping details.

Best regards,

Peter [redacted]

[Quoted text hidden]

[Quoted text hidden]



RMA Return Instructions.pdf
112K

Péter [redacted]
To: Nothing Support <[redacted]@nothingtechsupport.zendesk.com>

1 February 2026 at 17:01

Dear Nicole,

Thank you for the update and for checking with your team regarding the gesture of goodwill. I truly appreciate the effort.

I will proceed with the factory reset and the return request on the website using the RMA number provided. I will also make sure to record the video of the packing process as requested and send it over once it's ready.

I look forward to receiving the shipping label.

Best regards,

Peter [redacted]

Nothing Support <support@nothingtechsupport.zendesk.com>
Reply-To: Nothing Support <[redacted]@nothingtechsupport.zendesk.com>
To: Peter [redacted]

1 February 2026 at 18:45

Your request (1600595) has been updated. To add additional comments, reply to this email.



Nicole [redacted] (Nothing)

Feb 2, 2026, 00:15 GMT+5:30

Hi Peter,

Thank you for your response.

Once your request has been submitted, the shipping label will be generated and shared with you. Please keep an eye on your email, as you'll receive it directly there.

We're grateful for your patience and cooperation throughout this process. If you have any questions or require further assistance, please do not hesitate to contact us again.

Best regards,

Nicole [redacted]

Nothing Customer Support

**Peter**

Feb 1, 2026, 22:31 GMT+5:30

Dear Nicole,

Thank you for the update and for checking with your team regarding the gesture of goodwill. I truly appreciate the effort.

I will proceed with the factory reset and the return request on the website using the RMA number provided. I will also make sure to record the video of the packing process as requested and send it over once it's ready.

I look forward to receiving the shipping label.

Best regards,

Peter

**Nicole** (Nothing)

Feb 1, 2026, 22:23 GMT+5:30

Hi Peter,

Thank you for providing the image and video we requested. To initiate the repair process, kindly visit <https://nothing.tech/pages/support-after-sales-service?>

Simply click on "submit request" to proceed with your return. Here is your RMA number (EU:) that you will need to include for the return; this number is necessary for your repair order. Please be aware that the RMA number will be valid for 15 days.

You will receive another email from us containing the shipping label within 1-3 working days. Typically, the courier company will collect the product within 2 days after you receive the label. If you would like to adjust the pick-up time, please reach out to the shipping company to arrange an alternative, or you can drop it off yourself.

Please don't forget to remove any accessories that were not originally included with the device and also factory reset the device to expedite the inspection process.

We kindly ask that you send us a video of you packing the device for documentation purposes regarding your return.

For your reference, please find the attached document with detailed return instructions to help ensure a smooth process.

Regarding your request for a gesture of goodwill, we will check with our relevant team to see if this is possible. Please note that we cannot promise anything at this stage, as such gestures require approval first. Rest assured, we will update you once we have confirmation.

If you have any questions or need further assistance, feel free to contact us anytime.

Best regards,

Nicole [redacted]
Nothing Customer Support

Attachment(s)
[RMA Return Instructions.pdf](#)

[Quoted text hidden]

[Quoted text hidden]

P  ter [redacted] 2 February 2026 at 02:05
To: Nothing Support <[redacted]@nothingtechsupport.zendesk.com>

Do you have an estimate about how long this will take. I'm concerned about this since I don't have a secondary device.

[Quoted text hidden]

Nothing Support <support@nothingtechsupport.zendesk.com> 2 February 2026 at 05:47
Reply-To: Nothing Support <[redacted]@nothingtechsupport.zendesk.com>
To: Peter [redacted]

Your request (1600595) has been updated. To add additional comments, reply to this email.



Naomi [redacted] (Nothing)
Feb 2, 2026, 11:17 GMT+5:30

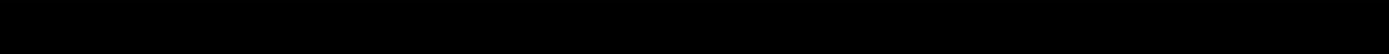
Hi Peter,

We sincerely apologize for the inconvenience caused by this matter, especially since we understand you do not have a secondary device during this time.

Here's a quick overview of the repair process:

- Please submit the repair form that we will provide along with the RMA (Return Merchandise Authorization) number.
- Once you have completed and returned the form, please allow 3 to 5 days for us to create and send you the shipping label via email from our repair center.
- After you receive the shipping label, you can prepare your package for return. You may either schedule a courier pick-up or drop off the package at the designated courier location at your convenience.
- Once we receive your package, the repair process typically takes 3 to 5 working days. Please note that this timeframe is exclusive of shipping and logistics, so the total turnaround time may vary depending on courier transit times.

Should you have any further questions, please do not hesitate to contact us again.



Warm regards,

Naomi [REDACTED]
Nothing Customer Support



Peter [REDACTED]
Feb 2, 2026, 07:35 GMT+5:30

Do you have an estimate about how long this will take. I'm concerned about this since I don't have a secondary device.

[Quoted text hidden]

[Quoted text hidden]

Péter [REDACTED] 2 February 2026 at 13:45
To: Nothing Support <[REDACTED]@nothingtechsupport.zendesk.com>

I got an email from no-reply@icpuk.uk regarding the return of my phone. I assume that this isn't a scam mail but the address raised some suspicion so could you please confirm that this adress is safe and I should proceed as the email says?

[Quoted text hidden]

Nothing Support <support@nothingtechsupport.zendesk.com> 2 February 2026 at 16:43
Reply-To: Nothing Support <[REDACTED]@nothingtechsupport.zendesk.com>
To: Peter [REDACTED]

Your request (1600595) has been updated. To add additional comments, reply to this email.



Nicole [REDACTED] (Nothing)
Feb 2, 2026, 22:13 GMT+5:30

Hi Peter,

We understand your concern regarding the email you received and wanted to confirm its legitimacy. We sincerely apologize for any confusion this may have caused.

Please rest assured that this email address is legitimate, it belongs to our authorized partner service center in the UK. You can safely proceed with the instructions provided in their message regarding the return of your phone.

If you have any questions or require further assistance, please do not hesitate to contact us again.

Best regards,

Nicole [REDACTED]
Nothing Customer Support



Peter [redacted]

Feb 2, 2026, 19:17 GMT+5:30

I got an email from no-reply@icpuk.uk regarding the return of my phone. I assume that this isn't a scam mail but the address raised some suspicion so could you please confirm that this address is safe and I should proceed as the email says?

[Quoted text hidden]

[Quoted text hidden]

Péter [redacted]

4 February 2026 at 20:24

To: Nothing Support <[redacted]@nothingtechsupport.zendesk.com>

I'm having some issues with backing up my phone but I'll sort this out. Sorry for the delay.

[Quoted text hidden]

Nothing Support <support@nothingtechsupport.zendesk.com>

4 February 2026 at 23:42

Reply-To: Nothing Support · [redacted]@nothingtechsupport.zendesk.com>

To: Peter [redacted]

Your request (1600595) has been updated. To add additional comments, reply to this email.



Irene [redacted] (Nothing)

Feb 5, 2026, 05:12 GMT+5:30

Hello Peter,

Thank you for keeping in touch.

We regret to hear your concerns regarding back-ups. Nothing Phones use Google's default backup process. This happens automatically when your phone is:

- Connected to WiFi
- Left on standby for 2 hours while charging

If you need to back up immediately, you can:

1. Go to Settings
2. Tap on Google
3. Select Backup
4. Click the "Back up now" button

I hope that helped fix your issue! If you need more help or have other questions, just let me know

Best regards,

Irene [redacted]
Nothing Customer Support



Peter [redacted]
Feb 5, 2026, 01:54 GMT+5:30

I'm having some issues with backing up my phone but I'll sort this out. Sorry for the delay.

[Quoted text hidden]

[Quoted text hidden]

Péter [redacted] 5 February 2026 at 02:12
To: Nothing Support <[redacted]@nothingtechsupport.zendesk.com>

Thank you for helping me trough all this. I finally fully backed up my phone and made a factory reset. I'm ready for shipping it. Hopefully on Friday the royale mail will come for it.

[Quoted text hidden]

Péter [redacted] 5 February 2026 at 02:17
To: Nothing Support <[redacted]@nothingtechsupport.zendesk.com>

Also, how am I supposed to prepare the package?

[Quoted text hidden]

Nothing Support <support@nothingtechsupport.zendesk.com> 5 February 2026 at 02:47
Reply-To: Nothing Support <[redacted]@nothingtechsupport.zendesk.com>
To: Peter [redacted]

Your request (1600595) has been updated. To add additional comments, reply to this email.



Geo [redacted] (Nothing)
Feb 5, 2026, 08:17 GMT+5:30

Hi Peter,

Thank you for confirming that you've already performed a factory reset on your device and that it's ready to be shipped.

Regarding the packaging, we recommend using the original box if you still have it, and then placing it inside a sturdy carton box with bubble wrap to prevent any further damage during transit. Once the package is sealed, please attach the printed shipping label securely on the carton box.

For your reference, we also suggest taking photos of the package, including the items inside and the shipping label, before sending it.

Thank you for your cooperation. If you have any questions or need further assistance, please feel free to contact us at any time.

Warm regards,
Geo [REDACTED]
Nothing Customer Support



Peter [REDACTED]
Feb 5, 2026, 07:47 GMT+5:30

Also, how am I supposed to prepare the package?



Peter [REDACTED]
Feb 5, 2026, 07:42 GMT+5:30

Thank you for helping me trough all this. I finally fully backed up my phone and made a factory reset. I'm ready for shipping it. Hopefully on Friday the royale mail will come for it.

[Quoted text hidden]

[Quoted text hidden]

Péter [REDACTED]
To: Nothing Support <[REDACTED]@nothingtechsupport.zendesk.com>

5 February 2026 at 19:53

I packaged my phone. Here is 2 photos about the condition of the phone and a video about the packaging. The courier will come tomorrow. If there is something I should do regarding the packaging please contact me so I can modify it before delivery.

[Quoted text hidden]

3 attachments



WhatsApp Image 2026-02-05 at 19.32.36.jpeg
205K



WhatsApp Image 2026-02-05 at 19.34.36.jpeg
166K

WhatsApp Video 2026-02-05 at 19.32.58.mp4
9616K

Nothing Support <support@nothingtechsupport.zendesk.com> 5 February 2026 at 20:57
Reply-To: Nothing Support <[REDACTED]@nothingtechsupport.zendesk.com>
To: Peter [REDACTED]

Your request (1600595) has been updated. To add additional comments, reply to this email.



Geo [REDACTED] (Nothing)
Feb 6, 2026, 02:27 GMT+5:30

Hi Peter,

Thank you for providing the requested information. We have taken note of it.

At this stage, we will be waiting for the delivery of your device to our service center for inspection. Rest assured that we will closely monitor the progress, and we will inform you promptly of any updates regarding your case.

Should you have any questions or need further assistance, please feel free to contact us at any time.

Kind regards,

Geo [REDACTED]
Nothing Customer Support



Peter [REDACTED]

Feb 6, 2026, 01:24 GMT+5:30

I packaged my phone. Here is 2 photos about the condition of the phone and a video about the packaging. The courier will come tomorrow. If there is something I should do regarding the packaging please contact me so I can modify it before delivery.

Attachment(s)

[WhatsApp Image 2026-02-05 at 19.32.36.jpeg](#)

[WhatsApp Video 2026-02-05 at 19.32.58.mp4](#)

[WhatsApp Image 2026-02-05 at 19.34.36.jpeg](#)

[Quoted text hidden]

[Quoted text hidden]

Péter [REDACTED]
To: Nothing Support <[REDACTED]@nothingtechsupport.zendesk.com>

12 February 2026 at 20:26

Hello,

Could you please give me a quick update on my phone? I would really appreciate it.

Thanks,
Peter

[Quoted text hidden]

Nothing Support <support@nothingtechsupport.zendesk.com>
Reply-To: Nothing Support <[REDACTED]@nothingtechsupport.zendesk.com>
To: Peter [REDACTED]

12 February 2026 at 21:14

Your request (1621038) has been updated. To add additional comments, reply to this email.



Geo [REDACTED] (Nothing)

Feb 13, 2026, 02:44 GMT+5:30

Hi Peter,

Upon checking the status of Work Order **NTCEU [REDACTED] 745** for your Nothing Phone (3a) charging issue, we're pleased to inform you that the repair is now in the final stage.

After this, our team will prepare your device for delivery back to you. You'll receive a separate email with the tracking number once your device is ready to ship to your shipping address.

Thank you for your patience throughout this process. Please let us know if you have any questions.

Best regards,

Geo [REDACTED]

Nothing Customer Support



Peter [REDACTED]

Feb 13, 2026, 01:56 GMT+5:30

This is a follow-up to your previous request [#1600595](#) "Phone (3a) Product malfunct..."

Hello,

Could you please give me a quick update on my phone? I would really appreciate it.

Thanks,

Peter

This email is a service from Nothing. Delivered by Zendesk

[49Y435-4WLKW]

Péter [REDACTED]
To: Nothing Support <[\[REDACTED\]@nothingtechsupport.zendesk.com](mailto:[REDACTED]@nothingtechsupport.zendesk.com)>

13 February 2026 at 01:49

Dear Geo,

Thank you for the update, I appreciate the quick turnaround!

I was also in communication with Nicole [REDACTED] regarding a possible **gesture of goodwill** (due to the nature of the hardware failure). She mentioned she would check with the relevant team if the items we talked about earlier could be included in the return package.

Could you please check if there is any update on this before the package is shipped?

Best regards,

Peter

[Quoted text hidden]

Nothing Support <support@nothingtechsupport.zendesk.com>

13 February 2026 at 02:00

Reply-To: Nothing Support <[redacted]@nothingtechsupport.zendesk.com>

To: Peter [redacted]

Your request (1621038) has been updated. To add additional comments, reply to this email.



Geo [redacted] (Nothing)

Feb 13, 2026, 07:30 GMT+5:30

Hi Peter,

Regarding the items and the goodwill gesture you requested, please note that the previous agent recorded this. However, we cannot guarantee approval for it, as it requires approval from the relevant team.

Thank you for your understanding. Should you have any further questions, please feel free to contact us.

Warm regards,

Geo [redacted]

Nothing Customer Support



Peter [redacted]

Feb 13, 2026, 07:19 GMT+5:30

Dear Geo,

Thank you for the update, I appreciate the quick turnaround!

I was also in communication with Nicole [redacted] regarding a possible **gesture of goodwill** (due to the nature of the hardware failure). She mentioned she would check with the relevant team if the items we talked about earlier could be included in the return package.

Could you please check if there is any update on this before the package is shipped?

Best regards,

Peter



Geo [redacted] (Nothing)

Feb 13, 2026, 02:44 GMT+5:30

Hi Peter,

Upon checking the status of Work Order **NTCEU [REDACTED] 745** for your Nothing Phone (3a) charging issue, we're pleased to inform you that the repair is now in the final stage.

After this, our team will prepare your device for delivery back to you. You'll receive a separate email with the tracking number once your device is ready to ship to your shipping address.

Thank you for your patience throughout this process. Please let us know if you have any questions.

Best regards,

Geo [REDACTED]

Nothing Customer Support



Peter [REDACTED]

Feb 13, 2026, 01:56 GMT+5:30

This is a follow-up to your previous request [#1600595](#) "Phone (3a) Product malfunct..."

Hello,

Could you please give me a quick update on my phone? I would really appreciate it.

Thanks,

Peter

[Quoted text hidden]

Péter [REDACTED]
To: Nothing Support <[REDACTED]@nothingtechsupport.zendesk.com>

16 February 2026 at 13:27

Dear Nicole, Dear Geo,

I have just received my device, but I am very concerned and disappointed with the outcome.

1. **The hardware issue is still visible:** The black discoloration and burn marks inside the charging port are exactly as they were before. It appears the port was not replaced, only tested. Given the 'popping and cracking' sounds I reported, I do not feel safe using a device with a clearly burnt internal component.
2. **No service report:** There was no official worksheet included explaining what was repaired or if the battery (which showed 40% health) was replaced.
3. **Goodwill gesture:** Despite our extensive communication, there was no sign of the promised gesture of goodwill in the package.

As a dedicated supporter who just bought the Ear (2024), receiving my phone back in a 'burnt' condition without any explanation or the discussed compensation is a very poor experience.

I would like a formal explanation: **Was the charging port and the battery actually replaced, or did the service center simply ignore the physical damage?** Also, I am still waiting for an update regarding the hoodie/cable/charger that was recorded in my file.

Best regards,

Peter

[Quoted text hidden]

P  ter [REDACTED]
To: Nothing Support [REDACTED]@nothingtechsupport.zendesk.com>

16 February 2026 at 14:06

Dear Nicole, Dear Geo,

I have received my device, and I must express my serious dissatisfaction. The "repair" appears to be non-existent.

1. **Visual damage remains:** The black discoloration and burn marks in the USB-C port are still there. It is clear the component was **not replaced**.
2. **Charging performance:** Despite being at 50% battery, the device only draws **10.4W** and is still warm (37-40 celsius) despite the low charging speed. This is far below the advertised speeds and proves the hardware defect still persists.
3. **Safety Issue:** Using a device with visible burn marks that makes 'popping' sounds (as reported earlier) is a fire hazard. I do not feel safe using or charging this phone.
4. **Goodwill Gesture:** To top it off, there was no sign of the discussed gesture of goodwill, making this entire experience incredibly frustrating for a loyal customer.

I am very disappointed that after 30 messages and almost 2 weeks without my phone, the actual service center failed to address the physical hardware failure.

I request an immediate explanation and a proper solution. I am a "walking advertisement" for Nothing, as I said. I always talk about Nothing passionately, but right now I have a burnt, unsafe phone and a very poor service experience.

I look forward to your urgent response.

Best regards,

Peter

[Quoted text hidden]

P  ter [REDACTED]
To: Nothing Support [REDACTED]@nothingtechsupport.zendesk.com>

16 February 2026 at 14:07

To my previous email:

I did not receive any kind of update about my phone or when it will arrive which is unacceptable.

[Quoted text hidden]

P  ter [REDACTED]
To: Nothing Support <[REDACTED]@nothingtechsupport.zendesk.com>

16 February 2026 at 15:00

Dear Nicole, Dear Geo,

I am further appalled by the lack of professionalism regarding my recent service.

Upon inspecting the shipping document (Note: "sintoma others"), I found the field "**F.reparacion:**" which is **completely blank**. This confirms that no actual repair was documented or performed on my device.

To summarize the situation:

- My device still has visible **burn marks**.
- The charging efficiency is poor (as proven by my Anker Prime power bank test).
- The service paperwork is **blank/incomplete**.
- No gesture of goodwill was included.

This is a clear breach of the quality standards Nothing represents. I have a device that is potentially dangerous to charge, and a service record that shows nothing was done.

I expect an immediate resolution. At this point, I believe a **brand new replacement unit** and the previously discussed compensation is the only way to resolve this failure.

I have completed a full charging cycle (0% to 100%) using my **Anker Prime 20,000mAh (72Wh)** power bank and a **240W Anker Prime cable**. The results provide scientific proof that the device is defective:

- **Power bank drain:** 34% (**24.48 Wh** energy delivered)
- **Phone battery capacity:** 5,000mAh (~**19.25 Wh**)
- **Energy loss:** Over **5.23 Wh** (approx. 27% loss)

In a healthy system, this level of energy loss is impossible. This energy is being dissipated as **heat** at the damaged USB-C port (the one with visible burn marks that your service center failed to replace).

This is a textbook case of a fire hazard due to high resistance in a damaged connector.

I will not risk charging this device again.

Best regards,

Peter

[Quoted text hidden]

P  ter [redacted]

16 February 2026 at 15:13

To: Nothing Support <[redacted]@nothingtechsupport.zendesk.com>

Here are the evidences of my statement. On the label you can see that they did nothing with the phone (F.reparacion: is blank) and the battery wasnt replaced.

[Quoted text hidden]

2 attachments



IMG_20260216_150715435.jpg
3224K



Screenshot_20260216-150807.png
105K

P  ter [redacted]

16 February 2026 at 15:43

To: Nothing Support <[redacted]@nothingtechsupport.zendesk.com>

To clarify the timeline: My device arrived at your facility at **03:56 on Tuesday Febuary 10th**. It was despatched back to me at **16:12 on Wednesday Febuary 11th**.

In less than 36 hours, it is impossible to:

1. Diagnose a burnt charging port.

2. Replace the mainboard/battery.
3. Perform safety and quality stress tests.

My **172 battery cycles** and the **visible burn marks** prove that the service center did nothing but ship it back immediately.

[Quoted text hidden]

2 attachments



Screenshot 2026-02-16 154206.png
233K



Screenshot 2026-02-16 154304.png
191K

Nothing Support <support@nothingtechsupport.zendesk.com>

16 February 2026 at 20:13

Reply-To: Nothing Support <[redacted]@nothingtechsupport.zendesk.com>

To: Peter [redacted]

Your request (1621038) has been updated. To add additional comments, reply to this email.



Geo [redacted] (Nothing)

Feb 17, 2026, 01:43 GMT+5:30

Hi Peter,

We're sorry to hear about your disappointment regarding the charging issue you experienced with your Nothing Phone (3a). We truly understand how frustrating this situation can be.

To help us properly verify and investigate the case, could you please provide the following before sending and after receiving the device from repair?

- A photo of the device showing the burnt charging port (before repair).
- A photo of the charging port after the repair.

Based on our records under work order **NTCEU [redacted] 745**, your device underwent a physical inspection, and the sub-board was replaced to resolve the charging issue.

Regarding your request for a goodwill gesture, we are sorry to inform you that it has been declined. However, as a gesture of goodwill, we can offer you a 10% discount code, which you may use on your next purchase.

If the issue continues when using your charger, particularly if you still notice popping sounds from the port, please try to:

- Record a video of the issue, showing the sound or reaction when charging.
- Include footage of you testing the device with a different charging adapter, so we can confirm whether the problem persists across multiple chargers.

This information will help us escalate your case to the relevant team for deeper investigation on the team that handled your repair.

Thank you for your patience and cooperation. Please let us know if you have any questions,

Warm regards,

Geo [REDACTED]

Nothing Customer Support



Peter [REDACTED]

Feb 16, 2026, 21:14 GMT+5:30

To clarify the timeline: My device arrived at your facility at **03:56 on Tuesday February 10th**. It was despatched back to me at **16:12 on Wednesday February 11th**.

In less than 36 hours, it is impossible to:

1. Diagnose a burnt charging port.
2. Replace the mainboard/battery.
3. Perform safety and quality stress tests.

My **172 battery cycles** and the **visible burn marks** prove that the service center did nothing but ship it back immediately.

Attachment(s)

[Screenshot 2026-02-16 154206.png](#)

[Screenshot 2026-02-16 154304.png](#)



Peter [REDACTED]

Feb 16, 2026, 20:43 GMT+5:30

Here are the evidences of my statement. On the label you can see that they did nothing with the phone (F.reparacion: is blank) and the battery wasnt replaced.

Attachment(s)

[IMG_20260216_150715435.jpg](#)

[Screenshot_20260216-150807.png](#)

**Peter**

Feb 16, 2026, 20:31 GMT+5:30

Dear Nicole, Dear Geo,

I am further appalled by the lack of professionalism regarding my recent service.

Upon inspecting the shipping document (Note: "sintoma others"), I found the field "**F.reparacion:**" which is **completely blank**. This confirms that no actual repair was documented or performed on my device.

To summarize the situation:

- My device still has visible **burn marks**.
- The charging efficiency is poor (as proven by my Anker Prime power bank test).
- The service paperwork is **blank/incomplete**.
- No gesture of goodwill was included.

This is a clear breach of the quality standards Nothing represents. I have a device that is potentially dangerous to charge, and a service record that shows nothing was done.

I expect an immediate resolution. At this point, I believe a **brand new replacement unit** and the previously discussed compensation is the only way to resolve this failure.

I have completed a full charging cycle (0% to 100%) using my **Anker Prime 20,000mAh (72Wh)** power bank and a **240W Anker Prime cable**. The results provide scientific proof that the device is defective:

- **Power bank drain:** 34% (**24.48 Wh** energy delivered)
- **Phone battery capacity:** 5,000mAh (~**19.25 Wh**)
- **Energy loss:** Over **5.23 Wh** (approx. 27% loss)

In a healthy system, this level of energy loss is impossible. This energy is being dissipated as **heat** at the damaged USB-C port (the one with visible burn marks that your service center failed to replace).

This is a textbook case of a fire hazard due to high resistance in a damaged connector.

I will not risk charging this device again.

Best regards,

Peter

**Peter**

Feb 16, 2026, 19:37 GMT+5:30

To my previous email:

I did not receive any kind of update about my phone or when it will arrive which is unacceptable.

**Peter** [REDACTED]

Feb 16, 2026, 19:36 GMT+5:30

Dear Nicole, Dear Geo,

I have received my device, and I must express my serious dissatisfaction. The "repair" appears to be non-existent.

1. **Visual damage remains:** The black discoloration and burn marks in the USB-C port are still there. It is clear the component was **not replaced**.
2. **Charging performance:** Despite being at 50% battery, the device only draws **10.4W** and is still warm (37-40 celsius) despite the low charging speed. This is far below the advertised speeds and proves the hardware defect still persists.
3. **Safety Issue:** Using a device with visible burn marks that makes 'popping' sounds (as reported earlier) is a fire hazard. I do not feel safe using or charging this phone.
4. **Goodwill Gesture:** To top it off, there was no sign of the discussed gesture of goodwill, making this entire experience incredibly frustrating for a loyal customer.

I am very disappointed that after 30 messages and almost 2 weeks without my phone, the actual service center failed to address the physical hardware failure.

I request an immediate explanation and a proper solution. I am a "walking advertisement" for Nothing, as I said. I always talk about Nothing passionately, but right now I have a burnt, unsafe phone and a very poor service experience.

I look forward to your urgent response.

Best regards,

Peter

**Peter** [REDACTED]

Feb 16, 2026, 18:58 GMT+5:30

Dear Nicole, Dear Geo,

I have just received my device, but I am very concerned and disappointed with the outcome.

1. **The hardware issue is still visible:** The black discoloration and burn marks inside the charging port are exactly as they were before. It appears the port was not replaced, only tested. Given the 'popping and cracking' sounds I reported, I do not feel safe using a device with a clearly burnt internal component.
2. **No service report:** There was no official worksheet included explaining what was repaired or if the battery (which showed 40% health) was replaced.
3. **Goodwill gesture:** Despite our extensive communication, there was no sign of the promised gesture of goodwill in the package.

As a dedicated supporter who just bought the Ear (2024), receiving my phone back in a 'burnt' condition without any explanation or the discussed compensation is a very poor experience.

I would like a formal explanation: **Was the charging port and the battery actually replaced, or did the service center simply ignore the physical damage?** Also, I am still waiting for an update regarding the hoodie/cable/charger that was recorded in my file.

Best regards,

Peter

[Quoted text hidden]

[Quoted text hidden]

Péter [REDACTED]
To: Nothing Support <[REDACTED]@nothingtechsupport.zendesk.com>

16 February 2026 at 22:04

Dear Geo,

Thank you for your response. However, I must formally reject your findings and the 10% discount offer. My decision is based on the following technical and logical facts:

1. The "Repair" failed to resolve the core issue: You claim the sub-board was replaced. If that were the case, the device would now function according to its technical specifications. However, testing with an **Anker Prime 20.000mAh** powerbank and an **Anker Prime 240W** charging cable—which previously charged the device at 45W—shows that the device still **limits power intake to a maximum of 10W**. This problem occurs even when I use the official Nothing 45W charger and cable. This proves that the underlying issue (likely the mainboard or battery cells damaged by the thermal event) remains unresolved.

2. Physical and Safety concerns: The charging port area still shows **visible thermal damage and carbon deposits** on the housing (see attached photos). The picture from before the repair you can find it in this email, since I sent it to you earlier. Sending back a device with such obvious signs of a thermal event without a full housing/battery replacement is a serious safety oversight.

3. Refusal to risk further damage: You requested a video of the "popping sounds." I must decline this for safety reasons. A popping sound during charging indicates **electrical arcing**. Requesting a customer to intentionally trigger sparks on a device with documented thermal damage is a major safety hazard. My high-resolution photos of the burnt port and the power delivery measurements should be more than sufficient for your engineering team.

4. Inaccurate Timeline: I noticed a discrepancy in your records. I was informed on Thursday (Feb 12) that the device was in the "final stage of repair," yet the **Royal Mail tracking** proves the sender had already dispatched the item on **Wednesday (Feb 11) at 16:12**. This confirms that no thorough testing or quality control was performed after the alleged sub-board replacement.

My Demand: Due to the failed repair, the 11-day loss (and counting) of access to my essential services (including banking), and the continued safety risks, I do not accept another repair attempt. I demand:

- A **brand new replacement unit** (Phone 3a).
- The **goodwill gesture** previously discussed to compensate for the significant distress and time spent documenting your service center's failure.

I have meticulously documented this entire case (34+ emails, time-stamped photos, and logistics data). If a satisfactory solution—starting with a pre-paid return label for a replacement—is not provided by Wednesday, I will escalate this matter to the relevant consumer protection authorities and share the documentation with the wider Nothing community.

I look forward to your immediate action.

Best regards,

Peter

[Quoted text hidden]

2 attachments



WhatsApp Image 2026-02-16 at 21.47.57 (1).jpeg
98K



WhatsApp Image 2026-02-16 at 21.47.57.jpeg
97K

Nothing Support <support@nothingtechsupport.zendesk.com>

16 February 2026 at 22:19

Reply-To: Nothing Support <[redacted]@nothingtechsupport.zendesk.com>

To: Peter [redacted]

Your request (1621038) has been updated. To add additional comments, reply to this email.



Geo [REDACTED] (Nothing)

Feb 17, 2026, 03:49 GMT+5:30

Hi Peter,

Thank you for providing the photo showing the burn-in on the charging port. We understand that the issue persists even after the replacement of the sub-board.

Regarding compensation, we will submit another request on your behalf. Please note, however, that we cannot guarantee approval, as our standard compensation is typically provided in the form of a discount code. Nevertheless, we will raise the request for further review.

Once we receive confirmation or approval regarding the replacement and compensation, we will promptly update you.

Thank you for your patience and understanding.

Warem regards,

Geo [REDACTED]

Nothing Customer Support



Peter [REDACTED]

Feb 17, 2026, 03:34 GMT+5:30

Dear Geo,

Thank you for your response. However, I must formally reject your findings and the 10% discount offer. My decision is based on the following technical and logical facts:

1. The "Repair" failed to resolve the core issue: You claim the sub-board was replaced. If that were the case, the device would now function according to its technical specifications. However, testing with an **Anker Prime 20.000mAh** powerbank and an **Anker Prime 240W** charging cable—which previously charged the device at 45W—shows that the device still **limits power intake to a maximum of 10W**. This problem occurs even when I use the official Nothing 45W charger and cable. This proves that the underlying issue (likely the mainboard or battery cells damaged by the thermal event) remains unresolved.

2. Physical and Safety concerns: The charging port area still shows **visible thermal damage and carbon deposits** on the housing (see attached photos). The picture from before the repair you can find it in this email, since I sent it to you earlier. Sending back a device with such obvious signs of a thermal event without a full housing/battery replacement is a serious safety oversight.

3. Refusal to risk further damage: You requested a video of the "popping sounds." I must decline this for safety reasons. A popping sound during charging indicates **electrical arcing**. Requesting a customer to intentionally trigger sparks on a device with documented thermal damage is a major safety hazard. My high-resolution photos of the burnt port and the power delivery measurements should be more than sufficient for your engineering team.

4. Inaccurate Timeline: I noticed a discrepancy in your records. I was informed on Thursday (Feb 12) that the device was in the "final stage of repair," yet the **Royal Mail tracking** proves the sender had

already dispatched the item on **Wednesday (Feb 11) at 16:12**. This confirms that no thorough testing or quality control was performed after the alleged sub-board replacement.

My Demand: Due to the failed repair, the 11-day loss (and counting) of access to my essential services (including banking), and the continued safety risks, I do not accept another repair attempt. I demand:

- A **brand new replacement unit** (Phone 3a).
- The **goodwill gesture** previously discussed to compensate for the significant distress and time spent documenting your service center's failure.

I have meticulously documented this entire case (34+ emails, time-stamped photos, and logistics data). If a satisfactory solution—starting with a pre-paid return label for a replacement—is not provided by Wednesday, I will escalate this matter to the relevant consumer protection authorities and share the documentation with the wider Nothing community.

I look forward to your immediate action.

Best regards,

Peter

Attachment(s)

[WhatsApp Image 2026-02-16 at 21.47.57 \(1\).jpeg](#)

[WhatsApp Image 2026-02-16 at 21.47.57.jpeg](#)

[Quoted text hidden]

[Quoted text hidden]

Nothing Support <support@nothingtechsupport.zendesk.com>
 Reply-To: Nothing Support <[redacted]@nothingtechsupport.zendesk.com>
 To: Peter [redacted]

17 February 2026 at 02:55

Your request (1621038) has been updated. To add additional comments, reply to this email.



Geo [redacted] (Nothing)

Feb 17, 2026, 08:25 GMT+5:30

Hi Peter,

We have received an update from the relevant team regarding your requested replacement, and we're pleased to inform you that the approval for the same unit has been granted.

To proceed with the replacement process, we'll need the updated IMEI number of your device, as the previous repair involved the replacement of the sub-board. Providing this information will help us ensure that your replacement is processed correctly.

Regarding your other requests for a Nothing Hoodie and a C-to-C cable, we're sorry to inform you that these were not approved. The only gesture of goodwill we're able to offer at this time is a discount

code.

Thank you for your understanding, and we look forward to receiving the updated IMEI number so we can move forward with your replacement.

If you have any questions, please feel free to contact us.

[Quoted text hidden]

[Quoted text hidden]

[Quoted text hidden]

Péter [redacted]
To: Nothing Support <[redacted]@nothingtechsupport.zendesk.com>

17 February 2026 at 10:41

Dear Support Team,

As requested, here is the IMEI number of my device: **359866**[redacted]**702**.

I have cross-referenced this with my original box, and it is **identical**. This proves that your statement about the IMEI potentially changing due to a "sub-board replacement" was technically incorrect. Combined with the **172 battery cycles** and the fact that the device still only charges at **10W**, it is now clear that no meaningful hardware repair was performed.

Regarding your rejection of the Hoodie and Cable: **I do not accept this decision.**

I have spent **12 days** without a functional phone, unable to access my bank or manage my daily life, all because your service center returned a fire-hazard device to me and claimed it was "repaired." A 10% discount code is an insult in this situation.

I will accept the replacement unit, but I expect the Hoodie, C-to-C cable and the 140W CMF charger to be included as a gesture of professional accountability. If you send the replacement without these items, I will consider the matter unresolved and will proceed to share the full, documented failure of this case—including the "fake repair" timeline and the safety risks I was asked to take—with the **Nothing Community on Reddit and tech media outlets.**

I expect a confirmation that the replacement and the requested compensation items are being prepared for shipment together.

Best regards,

Peter

[Quoted text hidden]

2 attachments



Screenshot_20260217-103404.png
100K



IMG_20260216_150715435.jpg
3224K

Péter [redacted]
To: Nothing Support <[redacted]@nothingtechsupport.zendesk.com>

17 February 2026 at 10:44

I attached the wrong files to the previous email, please find the correct attachments below.
[Quoted text hidden]

2 attachments



Screenshot_20260217-103404.png
100K



5812279633255271938_121.jpg
310K

Nothing Support <support@nothingtechsupport.zendesk.com>
Reply-To: Nothing Support <[redacted]@nothingtechsupport.zendesk.com>
To: Péter [redacted]

17 February 2026 at 11:48

Your request (1621038) has been updated. To add additional comments, reply to this email.



Tabitha [redacted] (Nothing)

Feb 17, 2026, 17:18 GMT+5:30

Hello Peter,

Thanks for getting in touch with us to proceed with the replacement. We're here to help and want to make the process as easy as possible for you. Please follow these steps:

1. Start Your Repair Request

Go to this website <https://nothing.tech/pages/support-after-sales-process> and click on "Submit Request" to begin your repair application.

2. Enter Your RMA Number

Use this number: [REDACTED] when filling out the form. It helps us track your repair and this code is only valid for 15 days, so be sure to submit your request within that time.

3. Receive Your Shipping Label

Within 3 business days, you'll get a separate email with your shipping label.

✓ If needed, you can contact the courier to reschedule pickup or drop off the device yourself at the designated location.

4. Prepare Your Device

Before sending it off:

- ✓ Remove accessories (e.g., SIM cards, memory cards, cases).
- ✓ Back up any personal data, you may lose it during inspection.
- ✓ Perform a factory reset to wipe your personal information.
- ✓ Print and complete the attached return instructions and include them in the package.

Best regards,

Tabitha [REDACTED]
Nothing Customer Support



Peter [REDACTED]

Feb 17, 2026, 16:14 GMT+5:30

I attached the wrong files to the previous email, please find the correct attachments below.

Attachment(s)

[5812279633255271938_121.jpg](#)

[Screenshot_20260217-103404.png](#)



Peter [REDACTED]

Feb 17, 2026, 16:11 GMT+5:30

Dear Support Team,

As requested, here is the IMEI number of my device: **359866** [REDACTED] **702**.

I have cross-referenced this with my original box, and it is **identical**. This proves that your statement about the IMEI potentially changing due to a "sub-board replacement" was technically incorrect. Combined with the **172 battery cycles** and the fact that the device still only charges at **10W**, it is now clear that no meaningful hardware repair was performed.

Regarding your rejection of the Hoodie and Cable: **I do not accept this decision.**

I have spent **12 days** without a functional phone, unable to access my bank or manage my daily life, all because your service center returned a fire-hazard device to me and claimed it was "repaired." A 10% discount code is an insult in this situation.

I will accept the replacement unit, but I expect the Hoodie, C-to-C cable and the 140W CMF charger to be included as a gesture of professional accountability. If you send the replacement without these items, I will consider the matter unresolved and will proceed to share the full, documented failure of this case—including the "fake repair" timeline and the safety risks I was asked to take—with the **Nothing Community on Reddit and tech media outlets.**

I expect a confirmation that the replacement and the requested compensation items are being prepared for shipment together.

Best regards,

Peter

Attachment(s)

[Screenshot_20260217-103404.png](#)

[IMG_20260216_150715435.jpg](#)

[Quoted text hidden]

[Quoted text hidden]

 **RMA_Return_instructions_(4)_2 (3).pdf**
112K

Péter [REDACTED]
To: Nothing Support [REDACTED]@nothingtechsupport.zendesk.com>

17 February 2026 at 11:53

Dear Tabitha,

I have received the RMA instructions, but I notice **you completely ignored the core condition of my previous email.**

As I stated to your colleague Geo: **I will not proceed** with this replacement request until I have **written confirmation** that the requested compensation items (**Nothing Hoodie, C-to-C Cable, and 140W CMF Charger**) are approved and will be included in the shipment.

To recap why this is non-negotiable:

1. My evidence (matching IMEI, 172 battery cycles, 10W charging) proved your previous repair was a failure/fabrication.
2. I have been locked out of my banking services for 12 days due to this negligence.
3. I have a dossier of 40 emails and photos documenting this entire process.

Do not send me standard templates. I require a specific "Yes" or "No" regarding the compensation package before I hand over my device.

Awaiting your immediate confirmation.

Best regards,

Peter

[Quoted text hidden]

Péter [redacted]
To: Nothing Support <[redacted]@nothingtechsupport.zendesk.com>

Dear Tabitha and Geo,

To follow up on my previous email sent moments ago, I noticed that your instructions specifically mention a **"Repair Request."**

I want to be absolutely clear: **I do not accept another repair attempt.**

My agreement with Geo was for a **Replacement unit**, as the previous repair failed and the device was returned with thermal damage.

- I am not sending my phone back for further "inspection" or "repair."
- I am sending it back solely for an **exchange** for a brand-new retail unit.

Please confirm that the RMA number provided [redacted] is strictly for a **Replacement (swap)** and that the "Repair" terminology in your template is merely an administrative error. If your system still treats this as a "repair," please update it immediately to reflect the replacement agreement before I proceed.

I await your confirmation on both the **Replacement status** and the **Compensation package** (Hoodie, Cable, and 140W Charger).

Best regards,

Peter

[Quoted text hidden]

Nothing Support <support@nothingtechsupport.zendesk.com>
Reply-To: Nothing Support <[redacted]@nothingtechsupport.zendesk.com>
To: Peter [redacted]

17 February 2026 at 14:14

Your request (1621038) has been updated. To add additional comments, reply to this email.



Tabitha [redacted] (Nothing)

Feb 17, 2026, 19:44 GMT+5:30

Hello Peter,

We can confirm that the RMA number [redacted] is specifically for a device replacement, not a repair.

For the requested item, what we can offer is a 10% discount offer as gesture of goodwill and to thank you for your understanding and continued support.

We value your patience and understanding as we work to resolve these issues. If you have any further questions or concerns, please do not hesitate to contact us directly.

Best regards,

Tabitha [redacted]
Nothing Customer Support

**Peter**

Feb 17, 2026, 17:35 GMT+5:30

Dear Tabitha and Geo,

To follow up on my previous email sent moments ago, I noticed that your instructions specifically mention a **"Repair Request."**

I want to be absolutely clear: **I do not accept another repair attempt.**

My agreement with Geo was for a **Replacement unit**, as the previous repair failed and the device was returned with thermal damage.

- I am not sending my phone back for further "inspection" or "repair."
- I am sending it back solely for an **exchange** for a brand-new retail unit.

Please confirm that the RMA number provided () is strictly for a **Replacement (swap)** and that the "Repair" terminology in your template is merely an administrative error. If your system still treats this as a "repair," please update it immediately to reflect the replacement agreement before I proceed.

I await your confirmation on both the **Replacement status** and the **Compensation package** (Hoodie, Cable, and 140W Charger).

Best regards,

Peter

**Peter**

Feb 17, 2026, 17:23 GMT+5:30

Dear Tabitha,

I have received the RMA instructions, but I notice **you completely ignored the core condition of my previous email.**

As I stated to your colleague Geo: **I will not proceed** with this replacement request until I have **written confirmation** that the requested compensation items (**Nothing Hoodie, C-to-C Cable, and 140W CMF Charger**) are approved and will be included in the shipment.

To recap why this is non-negotiable:

1. My evidence (matching IMEI, 172 battery cycles, 10W charging) proved your previous repair was a failure/fabrication.
2. I have been locked out of my banking services for 12 days due to this negligence.
3. I have a dossier of 40 emails and photos documenting this entire process.

Do not send me standard templates. I require a specific "Yes" or "No" regarding the compensation package before I hand over my device.

Awaiting your immediate confirmation.

Best regards,

Peter



Tabitha [REDACTED] (Nothing)

Feb 17, 2026, 17:18 GMT+5:30

Hello Peter,

Thanks for getting in touch with us to proceed with the replacement. We're here to help and want to make the process as easy as possible for you. Please follow these steps:

1. Start Your Repair Request

Go to this website <https://nothing.tech/pages/support-after-sales-process> and click on "Submit Request" to begin your repair application.

2. Enter Your RMA Number

Use this number: [REDACTED] when filling out the form. It helps us track your repair and this code is only valid for 15 days, so be sure to submit your request within that time.

3. Receive Your Shipping Label

Within 3 business days, you'll get a separate email with your shipping label.

✓ If needed, you can contact the courier to reschedule pickup or drop off the device yourself at the designated location.

4. Prepare Your Device

Before sending it off:

- ✓ Remove accessories (e.g., SIM cards, memory cards, cases).
- ✓ Back up any personal data, you may lose it during inspection.
- ✓ Perform a factory reset to wipe your personal information.
- ✓ Print and complete the attached return instructions and include them in the package.

Best regards,

Tabitha [REDACTED]

Nothing Customer Support

Attachment(s)

[RMA_Return_instructions_\(4\)_2 \(3\).pdf](#)

[Quoted text hidden]

[Quoted text hidden]

P  ter [REDACTED]
To: Nothing Support <[REDACTED]@nothingtechsupport.zendesk.com>

17 February 2026 at 15:10

Dear Tabitha,

I acknowledge the confirmation that this is a **Replacement**, as previously agreed.

However, you have once again failed to address my requirement for meaningful compensation. As I stated, a **10% discount code is not a gesture of goodwill** after 12 days of isolation, banking lockouts, and a documented failed repair involving safety risks.

This is my final position: I will not initiate the return through your portal until the **Nothing Hoodie (Size M), C-to-C Cable (transparent ends), and 140W CMF Charger (EU)** are added to my case as a manual override.

Since you continue to offer a generic discount instead of taking responsibility for the service failure I have proven with IMEI and battery cycle data, I am now preparing to share the **entire 45-email thread and 20+ images** with the **Nothing Community on Reddit, X (Twitter, tagging Carl Pei), and tech journalists**. I have given you every opportunity to resolve this privately. If my next email from you does not contain a "Yes" to the requested items, my next post will be public.

You have 24 hours to provide a final, non-template answer.

Best regards,

Peter

[Quoted text hidden]

Nothing Support <support@nothingtechsupport.zendesk.com> 17 February 2026 at 15:16
Reply-To: Nothing Support <[redacted]@nothingtechsupport.zendesk.com>
To: Peter [redacted]

Your request (1621038) has been updated. To add additional comments, reply to this email.



Tabitha [redacted] (Nothing)

Feb 17, 2026, 20:46 GMT+5:30

Hello Peter,

We understand your concern and want to assure you that we will pass this issue to the relevant team for further review and investigation.

Best regards,

Tabitha [redacted]
Nothing Customer Support



Peter [redacted]

Feb 17, 2026, 20:41 GMT+5:30

Dear Tabitha,

I acknowledge the confirmation that this is a **Replacement**, as previously agreed.

However, you have once again failed to address my requirement for meaningful compensation. As I stated, a **10% discount code is not a gesture of goodwill** after 12 days of isolation, banking lockouts, and a documented failed repair involving safety risks.

This is my final position: I will not initiate the return through your portal until the **Nothing Hoodie (Size M), C-to-C Cable (transparent ends), and 140W CMF Charger (EU)** are added to my case as a manual override.

Since you continue to offer a generic discount instead of taking responsibility for the service failure I have proven with IMEI and battery cycle data, I am now preparing to share the **entire 45-email thread and 20+ images** with the **Nothing Community on Reddit, X (Twitter, tagging Carl Pei), and tech journalists**. I have given you every opportunity to resolve this privately. If my next email from you does not contain a "Yes" to the requested items, my next post will be public.

You have 24 hours to provide a final, non-template answer.

Best regards,

Peter

[Quoted text hidden]

[Quoted text hidden]

Péter [redacted]
To: Nothing Support <[redacted]@nothingtechsupport.zendesk.com>

18 February 2026 at 15:14

Dear Tabitha and the Nothing Support Team,

The 24-hour deadline I provided has officially expired without the requested confirmation of the compensation package (Nothing Hoodie, 140W Charger, and Type-C to C cable).

I have been more than patient over the past 12 days, providing irrefutable evidence of:

- **Service Fraud:** Identical IMEI and Battery Cycle counts (172) proving no internal components were replaced.
- **Negligence:** A blank service report and a "burnt port" that remains unaddressed.
- **Logistics Discrepancies:** Official emails and Royal Mail tracking showing it was physically impossible to perform a repair in the timeframe claimed.

Since you have chosen not to resolve this matter privately within the given timeframe, I am now proceeding with the **public release** of the full 45-email documentation, photos, and technical proofs to the Nothing Community, Reddit, and relevant tech media outlets.

I no longer seek private negotiation. Any further communication from your side will be added to the public record of this case.

Regards,

Peter

[Quoted text hidden]

Nothing Support <support@nothingtechsupport.zendesk.com>
Reply-To: Nothing Support <[redacted]@nothingtechsupport.zendesk.com>
To: Peter [redacted]

18 February 2026 at 16:30

Your request (1621038) has been updated. To add additional comments, reply to this email.



Irene [redacted] (Nothing)

Feb 18, 2026, 21:59 GMT+5:30

Hello Peter,

We hope this email finds you well, and thank you for keeping in touch.

As we liaise with the appropriate team on this matter, we would like to assure you that the replacement unit you will receive will be a brand new Nothing Phone (3).

We apologise, but your request for the following items is regrettably being declined: a Nothing hoodie, a 140W charger, and a Type-C to C cable. We are pleased to offer a 20% discount code for the purchase of any Nothing/CMF products.

We hope you will give this matter your consideration. Please let us know if we can proceed with the discount and replacement.

Best regards,

Irene [REDACTED]
Nothing Customer Support



Peter [REDACTED]
Feb 18, 2026, 20:44 GMT+5:30

Dear Tabitha and the Nothing Support Team,

The 24-hour deadline I provided has officially expired without the requested confirmation of the compensation package (Nothing Hoodie, 140W Charger, and Type-C to C cable).

I have been more than patient over the past 12 days, providing irrefutable evidence of:

- **Service Fraud:** Identical IMEI and Battery Cycle counts (172) proving no internal components were replaced.
- **Negligence:** A blank service report and a "burnt port" that remains unaddressed.
- **Logistics Discrepancies:** Official emails and Royal Mail tracking showing it was physically impossible to perform a repair in the timeframe claimed.

Since you have chosen not to resolve this matter privately within the given timeframe, I am now proceeding with the **public release** of the full 45-email documentation, photos, and technical proofs to the Nothing Community, Reddit, and relevant tech media outlets.

I no longer seek private negotiation. Any further communication from your side will be added to the public record of this case.

Regards,

Peter

[Quoted text hidden]

[Quoted text hidden]

Péter [REDACTED]
To: Nothing Support <[REDACTED]@nothingtechsupport.zendesk.com>

18 February 2026 at 17:08

Dear Irene,

Thank you for your email and for the updated offer.

I appreciate the proposal. To resolve this matter and avoid further escalation (including the public release of my documentation), **I am willing to accept the replacement of my faulty unit with a brand new Nothing Phone (3), (color white, 16+512GB) as specified in your email**, along with the 20% discount code which is applicable for multiple items in any situations.

Although my request for the accessories was declined, I find the upgrade to the **Phone (3) flagship** a fair resolution for the 12-day delay and the service issues I encountered.

Please confirm the next steps for the replacement process and let me know when the **Nothing Phone (3)** will be dispatched.

Best regards,

Peter

[Quoted text hidden]

Nothing Support <support@nothingtechsupport.zendesk.com>
Reply-To: Nothing Support <[REDACTED]@nothingtechsupport.zendesk.com>
To: Peter [REDACTED]

18 February 2026 at 17:58

Your request (1621038) has been updated. To add additional comments, reply to this email.



Irene [REDACTED] (Nothing)

Feb 18, 2026, 23:28 GMT+5:30

Hello Peter,

Thank you for keeping in touch.

Thank you for your inquiry regarding a potential upgrade from Nothing Phone (3a) to Nothing Phone (3) as a replacement unit.

We appreciate your interest in our product lineup. After careful review of your case with our relevant team, we must respectfully inform you that our warranty policy does not permit device upgrades as replacements due to the price differential between models.

In accordance with our warranty terms and conditions, we are authorized to offer you a 20% discount should you wish to proceed with purchasing the Nothing Phone (3). This represents the maximum accommodation we can extend in this situation.

Please let us know if you would like to proceed with this discount option or if you would prefer to explore alternative solutions within our warranty guidelines.

Best regards,

Irene [REDACTED]
Nothing Customer Support



Peter [REDACTED]
Feb 18, 2026, 22:38 GMT+5:30

Dear Irene,

Thank you for your email and for the updated offer.

I appreciate the proposal. To resolve this matter and avoid further escalation (including the public release of my documentation), **I am willing to accept the replacement of my faulty unit with a brand new Nothing Phone (3), (color white, 16+512GB) as specified in your email**, along with the 20% discount code which is applicable for multiple items in any situations.

Although my request for the accessories was declined, I find the upgrade to the **Phone (3) flagship** a fair resolution for the 12-day delay and the service issues I encountered.

Please confirm the next steps for the replacement process and let me know when the **Nothing Phone (3)** will be dispatched.

Best regards,

Peter

[Quoted text hidden]

[Quoted text hidden]

P  ter [REDACTED]
To: Nothing Support <[REDACTED]@nothingtechsupport.zendesk.com>

18 February 2026 at 18:13

Dear Irene,

I must correct a significant inaccuracy in your last email. I did not make an "inquiry" regarding an upgrade. I accepted a **formal offer** made by you in your email dated Feb 18, 2026, 21:59 GMT+5:30, where you explicitly stated: *"the replacement unit you will receive will be a brand new Nothing Phone (3)."*

In legal terms, an offer was made and subsequently accepted. Attempting to frame this as my "inquiry" after I have already agreed to the terms is unacceptable and misleading.

My willingness to settle this matter privately was based entirely on that specific offer. Since Nothing is now retracting its written commitment and returning to the same inadequate 20% discount that I have already rejected multiple times, our negotiation is over.

I am no longer waiting for 15:10. I am now proceeding with the following:

1. Publication of the full 51-page documentation (including your retracted offer).
2. Filing a formal complaint with the UK/EU Consumer Protection authorities regarding service fraud and misleading business practices.

Unless you honor the written offer of the Nothing Phone (3) within the next 2 hours, do not contact me again privately.

Peter

[Quoted text hidden]

Nothing Support <support@nothingtechsupport.zendesk.com>
Reply-To: Nothing Support <[REDACTED]@nothingtechsupport.zendesk.com>
To: Peter [REDACTED]

18 February 2026 at 19:41

Your request (1621038) has been updated. To add additional comments, reply to this email.



Irene [REDACTED] Nothing

Feb 19, 2026, 01:11 GMT+5:30

Hello Peter,

Thank you for keeping in touch.

I sincerely apologize for the typographical error in our previous communication. I would like to clarify that we are referring to the Nothing Phone (3a) rather than the "Nothing Phone (3)."

To confirm, we will proceed with the solution approved by our relevant team, which includes providing a replacement unit for your Nothing Phone (3a) along with a 20% discount.

We appreciate your understanding and hope this clarification resolves any confusion. If you have any further questions or concerns, please don't hesitate to contact us.

Best regards,

Irene [REDACTED]

Nothing Customer Support



Peter [REDACTED]

Feb 18, 2026, 23:43 GMT+5:30

Dear Irene,

I must correct a significant inaccuracy in your last email. I did not make an "inquiry" regarding an upgrade. I accepted a **formal offer** made by you in your email dated Feb 18, 2026, 21:59 GMT+5:30, where you explicitly stated: *"the replacement unit you will receive will be a brand new Nothing Phone (3)."*

In legal terms, an offer was made and subsequently accepted. Attempting to frame this as my "inquiry" after I have already agreed to the terms is unacceptable and misleading.

My willingness to settle this matter privately was based entirely on that specific offer. Since Nothing is now retracting its written commitment and returning to the same inadequate 20% discount that I have already rejected multiple times, our negotiation is over.

I am no longer waiting for 15:10. I am now proceeding with the following:

1. Publication of the full 51-page documentation (including your retracted offer).
2. Filing a formal complaint with the UK/EU Consumer Protection authorities regarding service fraud and misleading business practices.

Unless you honor the written offer of the Nothing Phone (3) within the next 2 hours, do not contact me again privately.

Peter

[Quoted text hidden]

[Quoted text hidden]

Péter [REDACTED]
To: Nothing Support <[REDACTED]@nothingtechsupport.zendesk.com>

18 February 2026 at 19:50

Dear Irene,

I do not accept the "typographical error" as an excuse to void a formal resolution. In your previous email, you clearly stated that the replacement unit **will be** a Nothing Phone (3). I accepted that offer in good faith, which constitutes a binding agreement to resolve this 13-day dispute.

This is not just about a typo. This is about a pattern of failures:

1. Your service center committed **fraud** by returning my device unrepaired with a blank report.
2. You returned a **fire-hazard device** (burnt port) without addressing the safety risk.
3. You attempted to **mislead** me in your last email by claiming I "inquired" about an upgrade, when in fact, you offered it.

Due to the extreme negligence, the safety risks involved, and the fact that you are now trying to retract a written settlement, I am standing by the original agreement: **The Nothing Phone (3) replacement**.

If Nothing is unable to honor its own written commitments, then there is no basis for further private negotiation. I will proceed with:

- A formal report to **UK/EU Trading Standards** regarding service fraud and misleading trade practices.
- The immediate release of the documentation to the **Nothing Community and tech media**, highlighting how Nothing handles fire-safety issues and support errors.

Since this transaction was conducted within the EU (Hungary), but Nothing is a UK-based entity, I am prepared to file formal complaints with both the **Hungarian Consumer Protection Authorities (via the European Consumer Centre)** and the **UK Trading Standards**.

I will be citing 'Service Fraud' regarding the faked repair, and 'Misleading Trade Practices' based on your written commitment to the Nothing Phone (3) replacement. Under the **EU Consumer Sales and Guarantees Directive** and the **UK Consumer Rights Act 2015**, you are obligated to provide a remedy that is acceptable to the consumer—and I have already accepted your written offer of a Phone (3).

I am giving you one final opportunity to honor your word. I will not accept a 20% discount.

Peter

[Quoted text hidden]

Nothing Support <support@nothingtechsupport.zendesk.com>
Reply-To: Nothing Support <[REDACTED]@nothingtechsupport.zendesk.com>
To: Peter [REDACTED]

18 February 2026 at 22:40

Your request (1621038) has been updated. To add additional comments, reply to this email.



Irene [REDACTED] (Nothing)

Feb 19, 2026, 04:10 GMT+5:30

Hello Peter,

Thank you for your reply.

I sincerely apologize for the miscommunication regarding your device replacement resolution. I must formally correct our previous correspondence wherein the Nothing Phone (3) was erroneously mentioned. This was an administrative error that should not have occurred.

Our management team has officially approved a replacement with the Nothing Phone (3a) accompanied by a 20% discount as the formal resolution to your case. This approved solution aligns with our company's warranty and replacement policies as outlined in our Terms of Sales (<https://nothing.tech/pages/terms-of-sales>).

We remain committed to providing the resolution that has been officially approved by our team. Please accept my sincere apologies for any confusion or disappointment this clarification may cause.

Should you have any questions regarding this resolution or require further assistance, please do not hesitate to contact us.

- To qualify for a replacement or refund, devices must be undamaged, be in an otherwise 'as new' condition and, if possible, with the original packaging. We reserve the right to refuse a refund if the Product returned is reasonably deemed to have been damaged.
- If you contact us within thirty (30) days of delivery about a defective Product, you will have the option to select a repair, a replacement or a refund. If a fault is found after thirty (30) days from delivery of the Product(s), you should contact us by using the details set out in the Contact Support section of our website at <https://.nothing.tech> and **we will either repair or replace the Product.**

I hope for your kind understanding and we will await for your confirmation for the replacement of Nothing Phone (3a) and for us to generate a 20% discount code.

Best regards,

Irene [REDACTED]

Nothing Customer Support



Peter [REDACTED]

Feb 19, 2026, 01:20 GMT+5:30

Dear Irene,

I do not accept the "typographical error" as an excuse to void a formal resolution. In your previous email, you clearly stated that the replacement unit **will be** a Nothing Phone (3). I accepted that offer in good faith, which constitutes a binding agreement to resolve this 13-day dispute.

This is not just about a typo. This is about a pattern of failures:

1. Your service center committed **fraud** by returning my device unrepaired with a blank report.
2. You returned a **fire-hazard device** (burnt port) without addressing the safety risk.
3. You attempted to **mislead** me in your last email by claiming I "inquired" about an upgrade, when in fact, you offered it.

Due to the extreme negligence, the safety risks involved, and the fact that you are now trying to retract a written settlement, I am standing by the original agreement: **The Nothing Phone (3) replacement.**

If Nothing is unable to honor its own written commitments, then there is no basis for further private negotiation. I will proceed with:

- A formal report to **UK/EU Trading Standards** regarding service fraud and misleading trade practices.
- The immediate release of the documentation to the **Nothing Community and tech media**, highlighting how Nothing handles fire-safety issues and support errors.

Since this transaction was conducted within the EU (Hungary), but Nothing is a UK-based entity, I am prepared to file formal complaints with both the **Hungarian Consumer Protection Authorities (via the European Consumer Centre)** and the **UK Trading Standards.**

I will be citing 'Service Fraud' regarding the faked repair, and 'Misleading Trade Practices' based on your written commitment to the Nothing Phone (3) replacement. Under the **EU Consumer Sales and Guarantees Directive** and the **UK Consumer Rights Act 2015**, you are obligated to provide a remedy that is acceptable to the consumer—and I have already accepted your written offer of a Phone (3).

I am giving you one final opportunity to honor your word. I will not accept a 20% discount.

Peter

[Quoted text hidden]

[Quoted text hidden]

Péter [REDACTED]
To: Nothing Support <[REDACTED]@nothingtechsupport.zendesk.com>

18 February 2026 at 22:52

Irene, I have received your formal retraction. I do not accept 'administrative error' as an excuse for the chain of failures, service fraud, and safety negligence I have experienced. Since you refuse to provide a fair settlement for the 13 days of damages and the fraud committed by your service center, I am ending our private negotiation. As previously stated, I am proceeding with my public report to the community and the formal complaints to the authorities (UK Trading Standards and ECC). You will see my full documentation across social media. Goodbye.

[Quoted text hidden]

Nothing Support <support@nothingtechsupport.zendesk.com>
Reply-To: Nothing Support <[REDACTED]@nothingtechsupport.zendesk.com>
To: Peter [REDACTED]

18 February 2026 at 23:45



Irene [REDACTED] (Nothing)

Feb 19, 2026, 05:15 GMT+5:30

Hello Peter,

Thank you for your reply.

I understand your decision to end our communication regarding this matter. We acknowledge your concerns about the service experience, the reported safety issue, and the correction to our previous communication.

While we regret that we could not reach a mutually acceptable resolution, we respect your right to pursue the actions you've outlined. Our commitment to customer satisfaction remains our priority, and we take all feedback seriously to improve our service standards.

We will coordinate this case further to our relevant team and a follow-up email will be sent once we get their response. Thank you.

Best regards,

Irene [REDACTED]

Nothing Customer Support



Peter [REDACTED]

Feb 19, 2026, 04:22 GMT+5:30

Irene, I have received your formal retraction. I do not accept 'administrative error' as an excuse for the chain of failures, service fraud, and safety negligence I have experienced. Since you refuse to provide a fair settlement for the 13 days of damages and the fraud committed by your service center, I am ending our private negotiation. As previously stated, I am proceeding with my public report to the community and the formal complaints to the authorities (UK Trading Standards and ECC). You will see my full documentation across social media. Goodbye.

[Quoted text hidden]

[Quoted text hidden]