



# CUSTOMER RETURN AND SATISFACTION POLICY

The following applies to TEAM Wireless merchandise and Verizon calling plans except Prepaid plans, which are governed by our TEAM Wireless Prepaid Return Policy. We will gladly accept returns or make exchanges on all merchandise purchased from TEAM Wireless within 30 days of purchase.

## **Satisfaction Guarantee:**

You may terminate service for any reason within 30 days of activation. If you purchased equipment from us at a promotional price at the time of activation, you must return that equipment to avoid being assessed an Early Termination Fee. You will remain responsible for your Activation Fee. You will also be responsible for all applicable usage fees, prorated access charges, taxes, surcharges or other charges that accrued to your account through the termination date. A \$35 restocking fee will apply if you exchange your device for a different model or color, or if you return your device and within three days purchase another one. If you paid a security deposit, it may take between 30 and 60 days to process the return of your security deposit. The charges for any service used on the account before the service termination date may be applied against your security deposit.

You may return any or all of your merchandise for any reason within 30 days of purchase. The original customer receipt must accompany all returns. If you cancel your service after the 30-day period, but prior to the expiration of your minimum term, you will be responsible for the Activation Fee, all applicable usage fees, access charges, taxes, surcharges or other charges that accrued to your account through the termination date, including an Early Termination Fee. If you return your merchandise, even by mistake, more than 30 days after your purchase, you will not receive a refund and the merchandise you returned will not be returned to you.

At our discretion, we may decline your return or charge you a fee for a missing item, or for items that we determine are damaged or require service. If you return and we accept your merchandise within the 30-day return period, we will refund your merchandise's purchase price. If you return a phone without a UPC on the box, the amount of the refund will be reduced by the amount of any mail-in rebate that was available for the phone at the time of purchase. Purchases made by cash or check, credit card or gift card will be refunded by check, credit card or gift card, respectively. Cash will be refunded with cash if store has enough to process the refund. If not, a refund check will be issued. Please allow 10-14 business days to receive your refund check.

If you received your merchandise through a "Buy One, Get One Free" or similar offer, both items must be returned in order to receive a refund. If you received a discount based on the purchase of an item, the return of that item will result in the forfeit of the discount, which may be deducted from any refund amount. For exchanges for the same merchandise make and model, only the item to be exchanged needs to be included. If TEAM Wireless must remove installed equipment from a vehicle or fixed location in order to return or exchange it, you will be charged a service fee.

Opened software purchased separately may be exchanged only for the exact same item at a TEAM Wireless store and may not be returned for refund. Opened earpieces or Bluetooth earpieces may not be returned for refund. Before returning or exchanging any product that has data in its memory, please transfer all files you wish to retain to another file source. Once the product is returned, your files cannot be recovered.

## **Gift Card Returns:**

TEAM Wireless Gift Cards can be returned at any TEAM Wireless store within 30 days of the date of purchase if accompanied by the receipt.

## **Exchange New Merchandise:**

Within 30 days of purchase of new merchandise, you may exchange it one time. In order to make the exchange, return the merchandise (including phone, charger, battery, instructions, etc.) in its ORIGINAL box. All merchandise must be in like-new condition. Please have your customer receipt available as proof of purchase. A \$35 restocking fee will apply.

Shipping charges may apply to exchange merchandise sent to you by TEAM Wireless.

If you purchased your merchandise from a store other than TEAM Wireless, please contact the phone number on your customer receipt for additional details on completing your exchange. If you purchased your merchandise from another retailer, the retailer's exchange policy applies.

## **Device Exchange Program:**

If you're having a problem with your device, just stop in and we will be glad help you. We'll diagnose the issue and if we cannot resolve the problem and the problem is caused by a manufacturing defect within the first year you own the device, we'll send you a Certified Like-New Replacement (either a like unit or one of comparable quality) right to your door at no cost to you. If you contact us after the 30 day return and exchange period, the device you receive may be reconditioned equipment. Certified Like-New Replacements will carry the remaining warranty period from the original device, or 90 days, whichever is greater. Devices subjected to neglect, misuse, liquid damage, unreasonable wear and tear and the like, are not eligible for any return or exchange program. This program does not cover devices on Prepaid Accounts or lost or stolen devices. These policies do not limit or supersede any existing manufacturer's warranties.

## **TEAM Wireless Return Policy and Important Information:**

If you do not agree to the above terms and don't want to accept, don't do any of the things below:

- Give us a written or electronic signature
- Tell us orally or electronically that you accept

