

RETURN POLICY



All line cancellations must be initiated by the customer. You may return your merchandise (with selected exceptions) for any reason within 14 days of purchase. The original customer receipt must accompany all returns.

Prepaid phones, headsets, data cables, memory cards, software and batteries are not returnable. Accessories carry a 14 day warranty. At our discretion we may extend your warranty. Car and home chargers are NOT RETURNABLE unless defective. Returns of other accessories will require a 10% restocking fee (unless defective).

Defective returns must be in ALL original packaging with ALL documentation.

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 14 day return period, we will refund your merchandise's purchase price. Phones without the UPC code on the box are NOT RETURNABLE. Purchases made by cash or check, credit card or gift card will be refunded by check, credit card or gift card, respectively. A restocking fee of up to \$200 may apply. Exchanges for differing model phones ALWAYS have a \$35 MINIMUM restocking fee.

Defective phones may be accepted for exchange within 14 days, but will be submitted for Verizon warranty after 14 days.

New returns must have less than 60 minutes of usage and be in the complete original packaging. No exceptions will be made without a significant restocking fee.

Apple products are not returnable.

Your signature acknowledges that you understand and agree with this return policy, and that it has been explained to you.

