



## BUDGET MOBILE STORE IN-STORE WARRANTY AND RETURNS PROCEDURES

The following has been created to accurately account for all Budget Mobile in-store warranty handsets and returns. These procedures will be in effect as of July 27, 2011.

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In an effort to have all store's processing handsets under warranty and returns the same way the below will be placed into effect. The policy sign should be placed where any customer has the ability to view.

### HANDSET UNDER WARRANTY

Should a customer bring in a handset that falls under the criteria of an in-store warranty, they are to be given another handset. We will **not** charge them the ESN Swap charge of \$10.00.

- Pull up Customer Account
- Proceed with ESN swap on the new handset provided to customer

### HANDSET RETURN

Should a customer bring in a handset that falls under the criteria of an in-store return, they pick out the handset of their choice. At that time we will charge them the cost of the new handset and an ESN Swap charge of \$10.00.

- Pull up Customer Account
- Proceed with ESN swap on the new handset chosen by customer
- Complete transaction and collect the cost of the new handset and the \$10.00 ESN Swap charge.



## Budget Mobile In-Store Warranty & Return Policy

### HANDSETS UNDER WARRANTY

- Budget Mobile refurbished handsets have a warranty of (10) days from the activation date.
- Customer abuse or neglect on handsets voids the warranty. Budget Mobile is not able to credit or accept back handsets that have obvious abuse.
- Handset warranty only covers manufacturer's defects that interfere with making or receiving calls.

### HANDSETS RETURNED

- Budget Mobile handsets can be upgraded after (10) days from the date it was activated for a \$10.00 processing fee. This fee is in addition to the price of the new handset.
- All returns MUST include handset, battery, battery cover (if applicable), charger and quick guide manual. Missing items voids the warranty or customer could receive partial credit.
- ESN/Serial Number on handsets MUST match the ESN/Serial Number on customer account.
- Customer is responsible for any airtime used. NO refunds will be given for additional airtime added.

*Budget Mobile is NOT responsible for lost or stolen handsets. Customers may purchase a replacement handset if original handset is lost or stolen. An additional \$10.00 processing fee will be applied to the cost of the handset purchased by customer.*