Budget Mobile In-Store Warranty & Return Policy

HANDSETS UNDER WARRANTY

* Budget Mobile refurbished handsets have a warranty of thirty (30) 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 thirty (30) 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.***