

Boss Revolution Mobile Return Policy

1. New Devices

You may return or exchange your new wireless device within 14 days of purchase for any reason. We will charge you the following fee(s) for any return or exchange:

Device Item	Fee
Device Price Less than \$299	\$35 Restocking Fee
Device Price Greater than \$299	\$50 Restocking Fee
Missing Part/Accessory	\$15 Fee

We do not provide any warranties regarding your device. However, your new device may be covered by warranties provided by the original manufacturer of the device (“OEM Warranty”). We will pass along to any OEM Warranty to you that we receive. Your OEM Warranty only covers defects in materials and/or workmanship. It does not cover defects arising from damage or normal wear-and-tear or aging, or defects caused by you.

After fourteen days from purchase you may only return or exchange your new device if it is covered by the OEM Warranty. There is no restocking fee for any permitted return or exchange after fourteen days from purchase.

2. Refurbished Devices

You may return or exchange your refurbished wireless device within 14 days of purchase for any reason. We will charge you the following restocking fee for any return or exchange:

We will charge you the following fee(s) for any return or exchange:

Device Item	Fee
Device Price Less than \$299	\$35 Restocking Fee
Device Price Greater than \$299	\$50 Restocking Fee
Missing Part/Accessory	\$15 Fee

Our refurbishing vendor offers a 90 day warranty for the date of purchase of your refurbished device with some exclusions (“Refurbished Warranty”). Your Refurbished Warranty only covers defects in materials and/or workmanship. It does not cover defects arising from damage or

normal wear-and-tear or aging, or defects caused by you. The Refurbished Warranty does not cover issues such as diminished battery life, scratches, accidental damages, coverage issues, or software incompatibility/problems with 3rd-party apps. Attempting to "root" or otherwise "mod" your refurbished device will void the Refurbished Warranty. Visible physical damage to your refurbished device (e.g., liquid damage, cracked LCD, damaged housing) will void the Refurbished Warranty.

After fourteen days from purchase you may only return or exchange your refurbished device if it is covered by the Refurbished Warranty. There is no restocking fee for any permitted return or exchange after fourteen days from purchase.

3. Return Process

To return or exchange your new or refurbished device, please follow these instructions: Obtain Return Merchandise Authorization Number ("RMA") - you must have an RMA to return or exchange your device. To obtain your RMA click on the link in the receipt email we sent you when you purchased your device. From that link you can print your RMA. If you do not have your email, please call us at 1-800-319-1589 to receive your RMA. Your RMA will contain a return shipping address label;

Pack the merchandise (including phone, charger, battery, instructions, etc.) in its ORIGINAL box and shipping carton;

All merchandise, and all included accessories, must be in like new working condition with no modifications to the software or hardware. The original customer receipt must accompany all returns. Refunds will only be issued to the purchaser whose name appears on the receipt. Please retain a copy of the receipt for your records;

Affix the preaddressed return shipping label to the outside of the shipping carton. Please retain a copy of the shipping label for your records as proof of shipment. Boss Revolution Mobile cannot process any claims, or provide refunds, for lost or missing returns without tracking information;

To track your return shipment contact the carrier used to ship your package;

Once we receive your complete and undamaged device, then:

- if we receive the return within 14 days of purchase and you are seeking a refund, then we will issue you a refund (minus any restocking fee). Purchases made by credit card will be refunded through a credit to your credit card (which may take up to 3 weeks);
- if we receive the return within 14 days of purchase and you request an exchange, then we will ship you a new device (you must pay any difference in price); or
- if we receive the return after 14 days of purchase, then we will assess the condition of the device, verify the problem or defect and determine if the device is covered by an applicable

warranty; if covered, then we will either issue you a full refund or ship you a new or refurbished device, as applicable, of the same or comparable model at our discretion; if not covered, then we will return the device to you or give you the option for us to repair the device (for a set charge).

4. General Requirements

All returns or exchanges must be made in accordance with this policy.

SIM Cards are not returnable or exchangeable.

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.

Before returning or exchanging any wireless device that has data in its memory, please transfer all data you wish to retain to another file source. Once the wireless device is returned, your data cannot be recovered.

Additionally, you should retain or destroy any removable or portable memory cards or modules (such as a SIM Card or SD Card) in order to help protect sensitive information, such as mobile banking information. All software locks must be removed before returning the device.

We are not responsible for any information on your device, including personal information. We are not responsible for any damage to or loss or corruption of data, or any failure to maintain the confidentiality of data stored on any returned device.

Please see the [Terms of Use for Boss Revolution Mobile](#) for more information on your device, including without limitation the lack of warranties, indemnification and limitation of liability.