

## New Phones

Time Frame	Condition	Solution	Procedure
Less than 30 days	No physical/liquid damage	Replace with a new handset	Contact us and request a Return Authorization number (RA#). A new handset will be shipped to you with a return pack. Defective phone must be postmarked within 14 days of receipt of the replacement phone. <b>If assessed as liquid or physical damage, a restocking fee will be applied.</b>
Greater than 30 days	No physical/liquid damage	Replace with a refurbished phone	Contact us and obtain a return authorization number (RA#). A replacement handset will be shipped to you with a return pack. Defective phone must be postmarked within 14 days of receipt of the replacement phone. <b>If assessed as liquid or physical damage, a restocking fee will be applied.</b>

## Refurbished Phones

Time Frame	Condition	Solution	Procedure
Less than 90 days	No physical/liquid damage	Replace phone with another refurbished phone	Contact us and obtain a return authorization number (RA#). A replacement handset will be shipped to you with a return pack. Defective phone must be postmarked within 14 days of receipt of the replacement phone. <b>If assessed as liquid or physical damage, a restocking fee will be applied.</b>

## Out of Warranty

Time Frame	Condition	Solution	Procedure
Greater than 1 year	Phone not working properly	1. Try to repair for a cost, depending on the damage  2. Buy a replacement phone	Ship the phone to us for repair (customer responsible for shipping fees)  To buy a replacement phone, please contact us.
Greater than 30 days but less than 1 year	Physical or liquid damage	1. Replace phone for a cost 2. Buy a replacement	Ship the phone to us for repair (customer responsible for shipping fees) To buy a replacement phone, contact us.