

# Russell Cellular Return Policy

## Phone/Accessory Return Policy

We will gladly accept returns or make exchanges on merchandise purchased from Russell Cellular within 14 days of purchase. Some products may not be returned, or will need to be replaced by the original manufacturer for warranty. Check the comments included on your invoice for additional information.

At our discretion, we may decline your return or charge you a fee for a missing item. Fees may be charged for items that we determine are damaged or require service, or for items that we cannot certify as new equipment. Cash paying customers will be refunded cash if the purchase is \$50 or less, unless it is the same day as the original cash purchase. Credit card will be refunded by credit card, or refund check respectively. All cash refunds above \$50 will be refunded by refund check.

If you received a discount based on the purchase of an item (i.e. "\$100 Free Accessory Promo" or similar offer), the return of that item will result in the forfeit of the discount, which may be deducted from any refund amount or charged back to the customer upon return. All sales are final on screen protectors, all headphones, and Setup for Success Fee.

## Exchange New Merchandise

Within 14 days of purchase of new merchandise, you may exchange it one time. In order to make the exchange, return the merchandise (including phone, charger, battery, instructions, etc.) in its **original box**. All merchandise must be in like-new condition. Please have your customer receipt available as proof of purchase. A **\$50 Restocking Fee** will apply to all Phones, Tablets, and Connected Devices. Each invoice will reflect the Restocking Fee for devices.

## Device Exchange Program

If you're having a problem with your device, contact Verizon Wireless Technical Support toll-free at **1.866.406.5154** from a landline phone and they'll diagnose the issue. If they cannot resolve the problem while you're on the line, and the problem is caused by a manufacturing defect within the first year you own the device, they'll send you a Certified Like-New Replacement (either a like unit or one of comparable quality) right to your door at no cost to you.

If you call them after the return and exchange period, the device you receive may be reconditioned equipment. Certified Like-New Replacements will carry the remaining warranty period from the original device, or 90 days, whichever is greater.

Devices subject to neglect, misuse, liquid damage, unreasonable wear and tear and the like, are not eligible for any return or exchange program. This program does not cover devices on Prepaid Accounts, or lost or stolen devices.

## Apple Manufactured Products

Any fully-functioning, like-new Apple product may be returned or exchanged within the guidelines and conditions of the return and exchange policies. Should an Apple product malfunction at any time after the device is initially sold, contact Apple Care at **1.800.275.2273**. Apple is solely responsible for the warranty and technical support of all Apple products.

## In-Store Pickup (ISPU) Returns and Exchanges

ISPU orders can be returned to the store location where it was picked up, at any corporate store, or through Verizon Customer Care and sent back to the warehouse. ISPU orders cannot be exchanged in Russell Cellular stores or any other indirect retailers. If you need to complete an exchange, you can process the exchange through Verizon Customer Care or by visiting a corporate store. The Verizon return/exchange policy and restock fee(s) applies to all ISPU orders.

## Worry Free Guarantee

Year in and year out, Verizon Wireless continues to win awards for its reliable service and powerful performance. In the latest Root Metrics network report, Verizon's network won or shared first place in all 6 categories tested, including overall network performance, reliability, speed, data, call and text.

## Upgrade Policy

(Policy Change as of 04/18/2019)

Verizon Wireless is implementing a \$40 Upgrade/Activation Fee. The Upgrade/Activation Fee is charged when upgrading or activating a new device at a discounted rate. This applies to 2-year contracts and device payments. The Upgrade Fee also applies to Business Customers with 1-10 lines (as of 01/22/2020).

There is a one-time charge to cover increasing costs associated with upgrading to new equipment. Devices are more sophisticated than ever before, and we provide many services which include Wireless Workshops, online educational tools, and consultations with experts who provide advice and guidance on devices.

Additional services we provide, for a low setup fee of \$25, are backing up your contacts, email and voicemail setup, demos, as well as ensuring any apps, music, pictures, and videos remain accessible from your new handset.

While the upgrade fee is not unique to Verizon, our fee is over 15% lower than our two largest competitors, and most devices can be traded in with our "green friendly" trade-in program, which is another way you may save on your upgrade and potentially offset the fee completely. Ask your sales representative for details.

The Upgrade Fee does **not** apply to Business Customers with 11 or more lines, Prepay customers, Insurance replacements, or Upgrades that do **not** extend the contract.

If the device is returned within 3 days, the Upgrade Fee is automatically credited off the monthly statement, or refunded, depending on how the fee was originally charged.