



## Mobile Return Policy

This Return Policy applies to Mobile Devices purchased from Pioneer Connect (Pioneer) Mobile. The terms of this Return Policy are subject to change, and such change will be communicated to customers via the company's website or through other appropriate means.

Pioneer Mobile provides a ten (14) day policy in which you may return your Mobile Device and request a refund or exchange as follows:

### RETURNS AND EXCHANGES

You have ten (14) days from the date of purchase to initiate a return. Call Pioneer Mobile at 888-929-1014 to request a return authorization and instructions for returning the device. To be eligible for a refund or exchange, the Mobile Device must be received within ten (14) days of you receiving your return authorization. A restocking charge of \$50.00 will be applied. Specific return requirements are listed below. The restocking fee will be waived for devices returned due to a defect or warranty claim.

### RETURN REQUIREMENTS

To be eligible for a return or exchange, the Mobile Device must meet the following criteria:

- Returned Mobile Device must be in like-new condition (no scratches, cracks or other damages) with no material alterations, with its original contents and packaging, and with proof of purchase. The return must include the original components, instructions, accessories and packaging.
- Remove personal content from your device and disable the tracking or screen-locking functions.
- If you request a refund and return your Mobile Device in accordance with the requirements of this Return Policy, Pioneer Mobile may deactivate your Mobile Service and will refund the amount paid (including taxes or surcharges as applicable, but excluding activation charges, and restocking charges). Pioneer Mobile reserves the right to issue a partial refund for Mobile Devices that are returned with damages or alterations and not in like new condition. Refunds are typically made at the same type payments are processed on the standard billing cycle at the first of each month; refunds may take up to 2 billing cycles to process.
- Refunds or exchanges may not be authorized if the Mobile Device (a) is not returned within the specified timelines; (b) is not returned in like-new condition; (c) is missing its original components; or (d) is not unlocked or if the tracking or screen locking functions are not disabled (iCloud, Samsung, Google Accounts Removed). Limit of 1 return or exchange per original Mobile Device purchase.
- Refer to the warranty provided with your Mobile Device for instructions if you wish to make a claim under that warranty.

- Mobile accessories that have been opened or not in original packaging will not be accepted for return.