



# Mobile Return Policy

We want to be sure you are happy with your purchase. If you are not 100% satisfied, you may exchange or return your purchase without any fees, provided you meet all three conditions:

- 1) Return to the store you purchased from with original receipt
- 2) It is within 15 days from purchase
- 3) Your device is in like new condition:
  - all original packaging, manuals and accessories included
  - less than 30 minutes of voice usage
  - less than 50 MB of data usage

SIM cards and headsets cannot be exchanged or refunded once opened or activated.

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## Device warranty

Devices are covered for repairs and defects by the manufacturer's warranty for up to one year from the date of purchase. Their warranty terms and conditions can be found inside the device package.

## Product Assistance Centres

For your convenience, we have dedicated stores with staff trained specifically in troubleshooting, after-purchase care and manufacturer warranty repairs. To find your local Product Assistance Centre, ask us for details.

## Trade-in program

Trade in your phone or tablet and get up to \$300 towards a new device.