

Money-Back Guarantee

Boost Mobile offers new customers a 30-day money-back guarantee on their Service (Device returns are handled separately, if applicable). Activation fees are non-refundable. Additional fees may apply. Eligible accounts must be enrolled in autopay and port-in their phone number to qualify. If you're not satisfied with your Boost Mobile Services, you may contact us by calling Boost Mobile Customer Care at 833-50-BOOST (833-502-6678) within 30 days of account creation and let us know the bad news. Once you've canceled your Services, your first monthly plan charge amount will be refunded to the payment method on file for your account. Add-Ons (such as Hotspot or Global Talk & Text) bought within the first 30 days are also eligible for a full refund. However, any services purchased after the cancellation request won't be refunded. Note: If you have Boost Protect, you'll need to pay a prorated charge for it.