

## Return Policy

### **Device Returns**

You can return Devices **within thirty (30) days** after shipment of your Device if you purchase the Device from boostmobile.com or **within thirty (30) days** of activation if you purchase the Device from a Boost Mobile retail store (known as the "Return Period"), if you follow the requirements below. Except for the new customer 30-day money-back guarantee, restocking fees may apply to any returned Device and/or accessory. However, if one of the conditions we list below exists (such as damage to the Device), the return will not be accepted. If we accept your return, we'll refund the purchase price (excluding any outstanding charges, such as charges for wireless service, or restocking fees, if applicable) to the payment method that was used to buy the Device. This Policy applies only to Devices purchased directly from boostmobile.com or a Boost Mobile retail store.

### **Return Requirements**

Your Device(s) must be in like-new condition (e.g. no cracks, scratches, liquid damage, or any other damage) and with any locking software or applications disabled or removed. We will not accept any Device returned in damaged or altered condition. When we receive a returned Device, we will determine if it is damaged or altered, and if so, we can reject those returns. When you return a Device, you must include everything you received with it, such as any of the following things are typically packaged and delivered with a Device:

- The Device
- All accessories
- Charging cable / block (if applicable)

### **Return Instructions for Orders Placed Online**

- Call Boost Mobile at 833-50-BOOST (833-502-6678).
- If your Device is eligible for return, we will provide a Return Authorization Number and a return address. We might still reject your phone if we find things like damage when we receive it, as described above.
- Write the Return Authorization Number on the original packing slip, and on ALL sides of the box used to send the Device back to us.
- Ship the Device and all original package contents to the address that we provide to you (the address is ONLY for returns).

You must use a pre-paid shipping service with tracking (for example, FedEx, UPS, or Certified Mail through the U.S. Postal Service). We will not accept packages if we are required to pay any

postage or fees of any kind to receive the package. We are not responsible for lost or mishandled packages. It is your responsibility to buy insurance from the shipping company you choose if you are concerned about damage during transport.

### **Other Conditions**

If you don't comply with this Return Policy, including returning your Device more than thirty (30) days after the shipment date for boostmobile.com orders or thirty (30) days after activation for Boost Mobile retail store purchases, it won't qualify for a refund and we may ship the Device back to you at your expense.

### **Device Return FAQs**

#### **How do I initiate a return on my Device for boostmobile.com orders?**

Call us at 833-50-BOOST (833-502-6678) to initiate the return or replacement process. You have thirty (30) days to initiate the return process from the shipment date. We'll process a refund once we receive the return.

#### **How long does it take to receive the refund?**

- If you requested a refund through a credit or debit card, it'll be processed within 7-14 business days.
- If you requested a refund through a paper check, it'll be processed within 14-21 business days.

#### **What if I purchased my phone through Apple or Amazon?**

Customers who purchase at Amazon, an Apple Retail store, or on Apple.com are still eligible for Boost Mobile's 30-Day Money back guarantee. Separately, device purchases are subject to the return policies set by these retailers.

#### **How do I cancel a Pre-Order or Backorder?**

If you placed a Pre-Order or Backorder, you can cancel it before it ships by logging into the Boost Mobile App and tapping **Settings** → **Device Setup** → **View Shipments** → **Manage Shipment** → **Cancel Shipment**, or by calling Boost Customer Care at (833) 502-6678.

### **NO EXCHANGES**

Boost Mobile does not exchange products purchased through boostmobile.com. If an exchange is necessary, products should be returned for a refund first, in accordance with this Policy. Afterwards, a new product may be purchased through boostmobile.com.