BOOST MOBILE RENEWED DEVICES LIMITED WARRANTY

THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE IN THE UNITED STATES.

What Is a Renewed Device: A "**Renewed Device**" is a device that may have been sourced from customer returns, unboxed devices, or overstock, and has been handled or used. As a result, it may have cosmetic signs of use and normal battery aging. Before sale, these devices are inspected, tested, and data wiped to ensure the devices work properly under normal consumer use. Other processes, such as buffing and polishing, are performed as needed.

What This Warranty Covers and How Long It Lasts: Boost SubscriberCo L.L.C. ("**Boost Mobile**," "**we**," or "**us**") warrants that a Renewed Device ("**Product**") purchased from Boost Mobile or one of Boost Mobile's authorized resellers or distributors in the United States will be free from Manufacturing Defects, defined below, under normal consumer use for 90 days, or longer if required by law. The warranty period begins on the date of original retail purchase of the Product by the end-user purchaser (as recorded on the valid, unaltered proof of purchase receipt). A "**Manufacturing Defect**" means one or more of the following:

- Electrical and Mechanical Issues: Any verifiable fault with the Product's internal electronic or mechanical parts (not caused by external damage).
- Power and Battery Problems: The Product fails to power on or has critical battery malfunctions that makes it unable to hold a charge (not due to normal battery aging, abuse, or misuse).
- Display and Screen Issues: Verifiable Product hardware faults such as dead pixels, permanent lines, or discoloration. This also includes Product touchscreens that are unresponsive or suffer from erratic touch input (not caused by pressure, impact, or cracked glass).
- Integrated Audio Components: Inoperable or distorted internal earpiece speakers, loudspeakers, or microphones within the Product (not caused by liquid ingress or debris in the ports).
- Camera Hardware Failure: Verifiable failure of the Product's integrated camera modules, such as hardware-level inability to focus, permanent internal spots on the image sensor, or a total failure of the camera hardware to communicate with the Product (not caused by external scratches, cracked lenses, or third-party software).
- Charging Port and Haptics: The Product's integrated charging port fails to establish a secure electrical connection, or the Product's internal haptic motor fails to provide vibration alerts (not caused by debris, bent pins, or physical strain).
- SIM Card Detection Issue: The Product consistently cannot detect or read a valid Boost Mobile SIM card (not caused by software locks, carrier restrictions, or use of a non-Boost Mobile SIM card).
- System Issue: The Product frequently freezes, crashes, or restarts unexpectedly due to a hardware fault, preventing normal use.

- Button Problems: The Product's integrated hardware buttons (e.g., power, volume, home button) are inoperable or unresponsive.
- Connection Problems: The Product is unable to connect to a cellular network ('no service') or the internet due to a hardware issue (not due to network outage, account settings, or poor coverage).
- Other Manufacturing Issues: Any other verifiable issue that materially affects the Product's core functions (e.g. making calls, connecting to the internet, or running applications) to an extent consistent in nature and severity with the foregoing list.

BOOST MOBILE DOES NOT WARRANT THAT THE OPERATION OF THE PRODUCT WILL BE ERROR-FREE OR UNINTERRUPTED.

What This Warranty Does Not Cover: This Limited Warranty only applies if you use your Product under normal consumer use. It does not cover the following:

- Defects, damage, or malfunction occurring after purchase of the Product, such as:
  - cracked, shattered, or scratched screen or camera lens;
  - damage from drops, like dents, bent frames, or scuffs;
  - damage to charging ports, headphone jacks, or other ports;
  - damage from exposure to liquid, moisture or dampness (including contact with water, rain, or perspiration), or from extreme thermal or environmental conditions (including extreme heat, cold, or salt air);
  - damage caused by repair services by parties other than Boost Mobile or its authorized service centers; and
  - any other damage from accidents, abuse, misuse, abnormal use, abnormal conditions, neglect, exposure to sand or dirt, unusual physical, electrical, or electromechanical stress, corrosion, oxidation, or other external causes, including any spillage of food or chemicals, or contact with any other substances likely to alter the Product.
- Scratches, dents, or other cosmetic damage, unless such damage has occurred due to a Manufacturing Defect.
- Ordinary wear and tear, including but not limited to the diminishment of consumable parts (such as batteries or protective coatings) designed to diminish over time, or the natural degradation of camera lenses and screens, unless such damage has occurred due to a Manufacturing Defect.
- Defects, damage, or malfunction caused by the use of the Product in conjunction or connection with accessories, products, or ancillary/peripheral equipment not furnished by Boost Mobile, where the damage is directly attributable to such third-party equipment.
- Defects, damage, or malfunction resulting from improper use, testing, operation, maintenance, installation, service, modification, or adjustment of the Product that is not performed by Boost Mobile or its authorized service centers, including but not limited to instability or damage caused by the installation of software or unauthorized root access.
- Defects, damage, or malfunction resulting from viruses, malware, or other software problems introduced into the Product after purchase.
- Defects, damage, or malfunction caused by services or applications downloaded or otherwise installed on the Product after purchase that have not been developed,

recommended, or pre-installed by Boost Mobile; the functioning of those services or applications, and any damage resulting therefrom, is the exclusive responsibility of their designers and/or developers.

- Shipping damage if you fail to pack and ship defective Product in the manner prescribed by Boost Mobile.
- Products that have been altered in a way that prevents us from determining if this Limited Warranty applies, including: (a) removed, altered, or obliterated International Mobile Equipment Identity ("**IMEI**"), date tags, or other manufacturer coding; (b) mismatched or duplicated IMEI; or (c) broken seals or other evidence of tampering that prevents us from verifying the original hardware configuration or the authenticity of the Product's internal components, including modification, alteration, or illegibility of serial numbers, including but not limited to the IMEI of the Product, except in connection to a Product repair as required or permitted by applicable law.

What Boost Mobile Will Do: If a defect covered by this Limited Warranty occurs with your Product during the 90-day warranty period, and you submit a claim and return the Product as we instruct, we will, subject to the Product being eligible for warranty, replace the Product with a comparable Renewed Device at no charge. The replacement Product color is not guaranteed, and the replacement Product will be covered by this Limited Warranty for 90 days beginning on the date we ship it to you, or longer if required by law.

When we receive your returned Product, we will check its eligibility for warranty coverage. If it is covered, we will send a replacement Product to the address you provided for warranty service. If it is not covered, we will return your Product to you.

How to Make a Warranty Claim: To start a warranty claim, you must contact Boost Mobile at 1-833-502-6678 and follow the provided instructions. To obtain warranty service, you may need to provide your contact information (name, phone number, email address, and physical address), Product IMEI, and proof of purchase. You may also need to answer diagnostic questions and follow other Boost Mobile procedures including instructions to download, install, and accept software updates. You are responsible for any applicable carrier service fees incurred while obtaining such software updates. If we determine that your Product may be eligible for warranty service, we will send you prepaid waybills (shipping information) and provide packaging instructions to ship your Product to us. Once you ship your Product, you cannot cancel your warranty claim.

Before Shipping Your Product: Back up your data, remove all personal information, disable all security features (including passwords), and reset the Product to factory settings. Instructions on how to perform these steps and other troubleshooting tips can be found at https://help.boostmobile.com/docs/troubleshooting-hub. WE ARE NOT RESPONSIBLE FOR LOST DATA, SETTINGS, INFORMATION, SOFTWARE, OR APPLICATIONS THAT YOU MAY HAVE STORED, PRESERVED, OR LOADED ON THE PRODUCT. REPAIR OR REPLACEMENT OF YOUR PRODUCT MAY RESULT IN THE LOSS OF USER-GENERATED DATA. WE ARE ALSO NOT RESPONSIBLE FOR THE REIMBURSEMENT OF ANY SUBSCRIPTION FEES, DIGITAL CURRENCY, IN-GAME ASSETS, OR EXTERNAL SERVICE COSTS INCURRED WHILE YOUR PRODUCT IS BEING SERVICED OR REPLACED. Keep your SIM card and all accessories (charger, phone case, memory card, etc.) as we cannot return them after the Product is shipped to us. When we replace your Product, the replacement Product becomes your property, and the replaced Product becomes Boost Mobile's property.

Important Information:

- Replacement Address: We only ship replacement Products within the United States.
- Warranty Claim Updates: Contact us at 1-833-502-6678 for warranty claim updates.
- Insurance Claim: If you have Boost Protect or Boost Protect with AppleCare Services on your Product and your Product is lost or stolen, you can file a claim at https://protect.likewize.com.

Limits on Boost Mobile's Responsibility: THIS LIMITED WARRANTY SETS OUT THE FULL EXTENT OF BOOST MOBILE'S RESPONSIBILITIES AND THE EXCLUSIVE REMEDY REGARDING PRODUCTS.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, BOOST MOBILE LIMITS THE DURATION OF ALL OTHER WARRANTIES AND REMEDIES, WHETHER ORAL, WRITTEN, STATUTORY, EXPRESS, OR IMPLIED REGARDING YOUR PRODUCT, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE TO THE DURATION OF THIS LIMITED WARRANTY. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, BOOST MOBILE IS NOT RESPONSIBLE FOR ANY DIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL, OR OTHER INDIRECT DAMAGES ARISING OUT OF, RELATING TO, OR INCURRED IN CONNECTION WITH ANY PRODUCT, WHETHER FOR BREACH OF WARRANTY OR BROUGHT UNDER ANY OTHER LEGAL THEORY. THIS LIMITATION ALSO APPLIES TO ANY CLAIMS YOU MAY BRING AGAINST ANY OTHER PARTY TO THE EXTENT THAT BOOST MOBILE OR ANY OF ITS AFFILIATES WOULD BE REQUIRED TO INDEMNIFY THAT PARTY FOR SUCH CLAIM. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

UNDER NO CIRCUMSTANCES WILL BOOST MOBILE'S LIABILITY, IF ANY, EXCEED THE PURCHASE PRICE PAID FOR ANY PRODUCT.

General: No Boost Mobile reseller, distributor, service center, agent, employee, or any third party is authorized to make any modification, extension, or addition to this Limited Warranty. If any term of this Limited Warranty is held to be illegal or unenforceable, the remaining terms will remain in full force and effect. For the governing law and dispute resolution provisions applicable to you and Boost Mobile, please refer to the Dispute Resolution section of the Boost Mobile Terms and Conditions available at https://help.boostmobile.com/docs/general-terms-conditions. As described in the terms, you are not required to participate in an initial informal dispute resolution process with Boost Mobile to resolve a dispute regarding your warranty claim. If you choose to do so, you must send your dispute resolution notice to: Boost SubscriberCo L.L.C., Attn: Dispute Resolution, P.O. Box 9040, Littleton, Colorado 80120-9040. Boost Mobile (or its successor in title) is the warrantor under this Limited Warranty.