

Wireless Device/Accessory Return Policy

You may return or exchange wireless devices and accessories purchased from Randolph Communications within 5 days of purchase.

Accessories

You are permitted to exchange your NEW Accessory within 5 days of purchase. To make an exchange, return the merchandise (including all components) in the ORIGINAL box. All merchandise must be in NEW condition and accompanied by the original receipt.

Cell Phone

You are permitted to make one exchange. To make an exchange, return the merchandise (including device, charger, battery, instructions, and any other components) in the ORIGINAL box. All merchandise must be in like-new condition and accompanied by the original receipt.

Return and Service Termination

You may terminate service for any reason within 5 days of activation. You will remain responsible for your Activation Fee. You will also be responsible for all applicable usage fees, prorated access charges, taxes, surcharges or other charges that accrued to your account through the termination date. If you paid a security deposit, it may take between 30 and 60 days to process the return of your security deposit. The charges for any service used on the account before the service termination date may be applied against your security deposit. If you cancel your service after the 5-day period, but prior to the expiration of your minimum term, you will be responsible for all of the above-mentioned charges, including an Early Termination Fee.

If you return your merchandise, even by mistake, after the return period, you will not receive a refund and the merchandise you returned will not be returned to you.

At our discretion, we may decline your return or charge you a fee for a missing item, or for items that we determine are damaged or require service. If you return and we accept your merchandise within the return period, we will refund your purchase price, subject to the restocking fee. Purchases made by cash or check, or credit card will be refunded by check, credit card or gift card, respectively. If Randolph Communications must remove installed equipment from a vehicle or fixed location in order to return or exchange it, you will be charged a service fee.

Any opened software purchased separately may be exchanged only for the exact same item at a Randolph Communications Store and may not be returned for refund. Before returning or exchanging any wireless device or accessory that has data in its memory, please transfer all data you wish to retain to another file source. Once the wireless device or accessory is returned, your data cannot be recovered. Additionally, you should retain or destroy any removable or portable memory cards or modules (such as a SIM Card or SD Card) in order to help protect sensitive information, such as mobile banking information.