

WIRELESS

Services

RETURN POLICY

You may return your device for any reason within 14 days of purchase. After 14 days, items may only be exchanged pursuant to our Warranty Exchange Policy set forth below.

To receive a refund (less any discounts and shipping costs), you must contact Kynect no later than 14 calendar days after the purchase of your device to obtain a Return Merchandise Authorization (RMA) #.

Once an RMA # has been assigned, you will have 14 calendar days to return the device or accessory in its original packaging with all its original contents and in good working condition or no refund will be given. Devices received after 14 days will be returned to you with no refund given and you will be charged any shipping costs. If your product was purchased through a "Buy One, Get One (BOGO)" offer, then you must return all products to be eligible for a refund. Further, all products must be returned consistent with this policy (i.e., in good working condition in original packaging), and each item may also be subject to a re-stocking fee.

Original contents include all product literature, manufacturer packaging (device box, inserts, etc.) and any other accessories included in your shipment such as chargers and cables that came with the device or accessory in its original packaging.

Good working condition means:

- The device or accessory and its packaging, contents, and all other components are free of cosmetic and internal damage. If any of these are returned with cosmetic or internal damage, at our discretion we will provide no refund, or a partial refund will be given; and
- That all software locks have been removed before returning the device or accessory to permit us full access to the device hardware and software upon receipt or no refund will be given. Examples of software locks include, but are not limited to, Apple ID, Google ID, etc. If you need assistance with removing software locks prior to returning the device, please contact us.

A restocking fee may apply to each device or accessory as follows:

- If the value of the device or accessory at time of purchase was:
- Less than \$299, a \$35 restocking fee may apply.
- \$299 or greater, a \$50 restocking fee may apply.

Notwithstanding our ability to reduce or refuse a refund for missing parts, there is also a \$15.00 non-refundable charge for missing parts such as the charger, battery, headphones, etc.

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WARRANTY EXCHANGE POLICY

All new devices purchased come with a 180-day Kynect warranty from original date of sale. If you're having issues with any device or accessory, we will do our best to troubleshoot and resolve the issue. If the device or accessory is beyond repair, we will then explore which replacement option is best.

Our warranty policy does not cover, and we are not responsible for any loss or inaccessibility to data or the time that you were without a device or accessory. We encourage you to back up your data regularly. Neither we nor any third party shall be liable for any loss or inaccessibility of data, nor shall we have any duty to restore any lost or inaccessible data. We are not responsible for any consequential damages, including from the loss or inaccessibility of your device, the loss or inaccessibility of your data, or the time you were without your device.

Your warranty only covers defects in materials or workmanship. It does not cover defects arising from damage or normal wear-and-tear or aging, or defects caused by you or third persons. The warranty covers issues such as: OEM software-related issues, activation problems, speaker/camera defects, unresponsive keys, dead pixels, etc.

The warranty does not cover issues such as: diminishing battery life, scratches, accidental damages, coverage issues, or software incompatibility/problems with 3rd-party apps.

Attempting to "root" or otherwise "mod" your phone will void its warranty in its entirety. Visible physical damage to your phone (e.g. liquid damage, cracked LCD, damaged housing) will also void its warranty in its entirety.

Warranty Exchange Process

If, after troubleshooting your device, we cannot fix the issue, we will assist you in processing an exchange with us pursuant to our policy if you are not otherwise eligible for a monetary refund.

After troubleshooting with you, we will advise you to set up the exchange or may do so on your behalf at store.wekynect.com.

If eligible, we will replace the defective device with a new refurbished device of the same or comparable model at our discretion. We will provide you a prepaid shipping label which you must use to return the defective device to us.

IMPORTANT: BEFORE you return the defective device to us, you must remove all software locks to permit us full access to the device hardware and software upon receipt. If not, you agree that we may charge you the full retail price for the replacement device we sent to you. Examples of software locks include, but are not limited to, Apple ID, Google ID, etc. If you need assistance with removing software locks prior to returning the device, please contact us.

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Your defective device must be received by us within 10 calendar days of when we notify you that your request to exchange the defective device has been approved. If the original device is not received within 10 days, we will assume you wanted to keep both devices and will charge you for the replacement and any shipping fees, if applicable.

Out of Warranty Options

If your device is out of warranty, you may contact the device manufacturer directly to exercise any rights you may have under the manufacturer's warranty.