



ImageOneCellular

## RETURN POLICY and WARRANTY

### Coverage

This warranty covers the said handset and accessories (i.e. battery and home charger). The warranty does not cover: 1. customer abuse, 2. inability to sell, 3. Customer manipulation of handset, flashing, or software, or 4. Damage sustained in shipping (covered by carrier i.e. FedEx, UPS etc.).

The warranty covers the handset and the above mentioned components for a period of ninety (90) calendar days for refurbished handsets and (60) calendar days for A-Stock handsets, unless otherwise indicated, from the day of receipt of product by our customer. The warranty provides for the replacement and or repair of any defective handset and covered component that arises from the re-manufacturer (Image One Cellular). We may also instead issue a credit for said returned phones. Please refer to the credit section of this document for further details. **NO CASH REFUND WILL BE GIVEN UNDER ANY CIRCUMSTANCES.**

### Process

It is our policy that our customers notify us of a defect in a delivered product by filling out the RMA/Return form provided on our website. Please note that no returns will be processed without a proper RMA number. Once filled out the form must be sent to Image One Cellular. Once reviewed by a member of the RMA department an RMA number will be provided via email to the customer.

Once an RMA number is received all defective handsets in warranty must be returned with all accessories including the original box. Customer assumes responsibility for return shipping charges back to Image One Cellular. All defects must be clearly labeled in order for quick and efficient processing. RMA number must be clearly written on the outside of shipping box (not individual phone boxes). Our general processing time for all RMAs is approximately 5 – 7 business days; this is however if all RMA procedures are followed properly by the customer.

Please note that an RMA number is good for (7) seven business days. Any phones sent back without an RMA number are subject to a (30) day delay in processing. Image One Cellular does not assume responsibility for handsets returned without an RMA number. In the event that handset(s) not belonging to Image One Cellular are sent to us, a shipping charge will be applied as well as a possible \$10.00 labor charge.

### Shipping/Returning

In order to either receive full credit or a replacement of equal value, all phones must:

1. Be in original condition (both physically and technically)
2. Retain their original flashing and software. No customer manipulation allowed.
3. Shipped with original accessories (i.e. box, manual, charger, and battery) a \$2.00 charge will be levied on the credit for each missing accessory.
4. If OEM box is written on or damaged, any credit given will be subject to a \$2.00 charge.
5. Must be packaged properly as not to subject the phones to damage during shipping.

### Credit

In the event that we issue a credit, it will be for the current sale price of said phone. Any handsets with physical wear such as scratches, if approved by the RMA department will only receive up to a 50% credit of current sale price.

### Address

**Image One Cellular  
RMA Department  
4691 Northwest Parkway  
Hilliard, Ohio 43026**