RETURN & EXCHANGE PROCEDURES







Returns

Cricket provides a **seven-day return policy** - from the date of purchase - in which customers may return or exchange a qualifying new or reconditioned device purchased at Cricket.

- Devices must be returned or exchanged using the original purchase method and at the same location.
- All accessory sales from Cricket Company-Owned Stores and from www.cricketwireless.com are final.
- Accessories purchased at Authorized Cricket Dealer locations are subject to that store's return policy.



If anything is wrong with or missing from a device, a return fee of up to \$25 may be applied.

Service fees/payments are non-refundable and nontransferable regardless of return or exchange.



cricket insight

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Returns & Exchanges



VERY IMPORTANT TO CHECK BEFORE PROCESSING THE RETURN:

- -PHONE CANNOT BE DAMAGED!!!!!
- WATER DAMAGED
- -CRACKED SCREEN
- -DENT ON THE PHONE
- -CHARGING PORT
- -PHONE BE BENT









MAKE SURE TO REMOVE:

- 1. EMAILS OR ANY OTHERS ACCOUNTS
- 2. MUST FACTORY RESET THE DEVICE



RETURN BOX MUST INCLUDE:

- 3 BOOKLETS
- -CHARGER (CABLE & CUBE WALL ADAPTER)
- DEVICE BOX MUST BE IN GREAT CONDITIONS
- -BATTERY
- PURCHASE RECEIPT





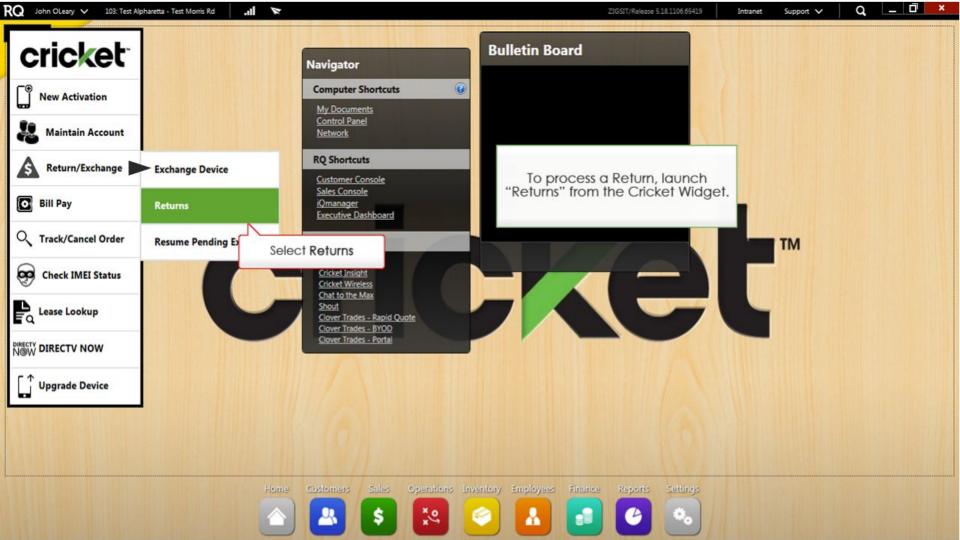


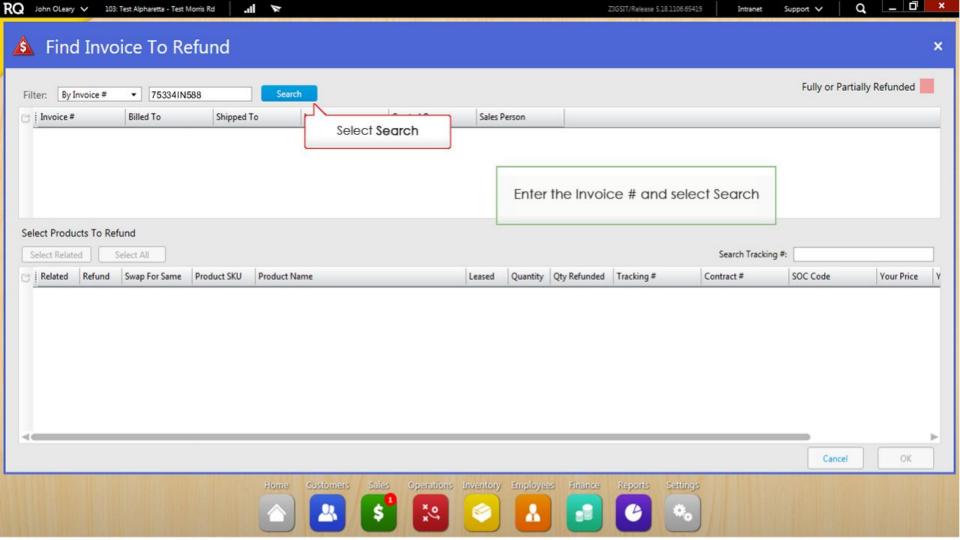
RQ SIMULATION FOR RETURN DEVICE

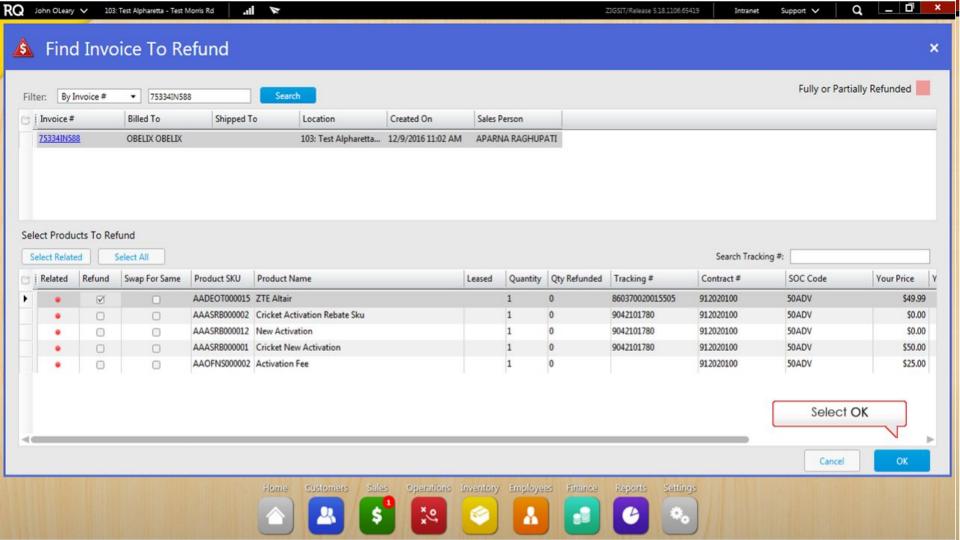


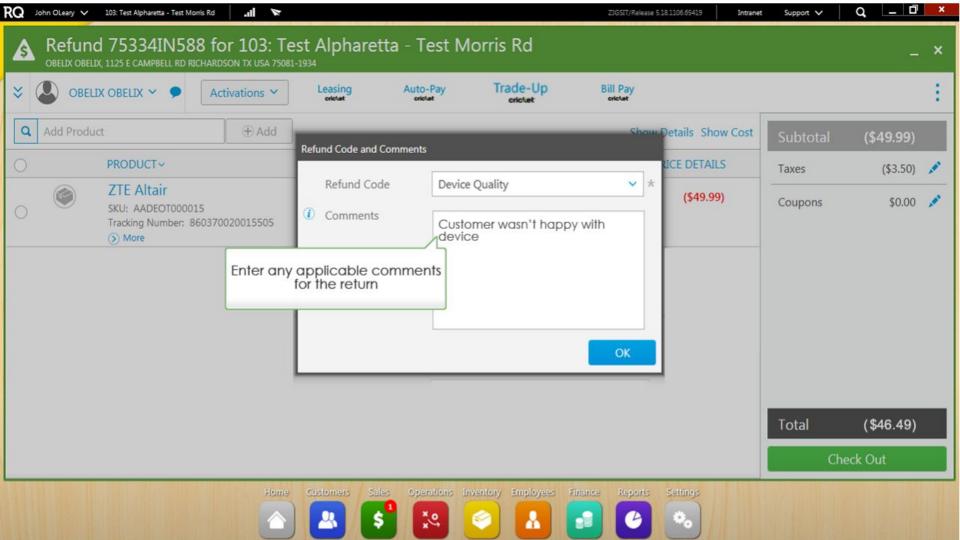


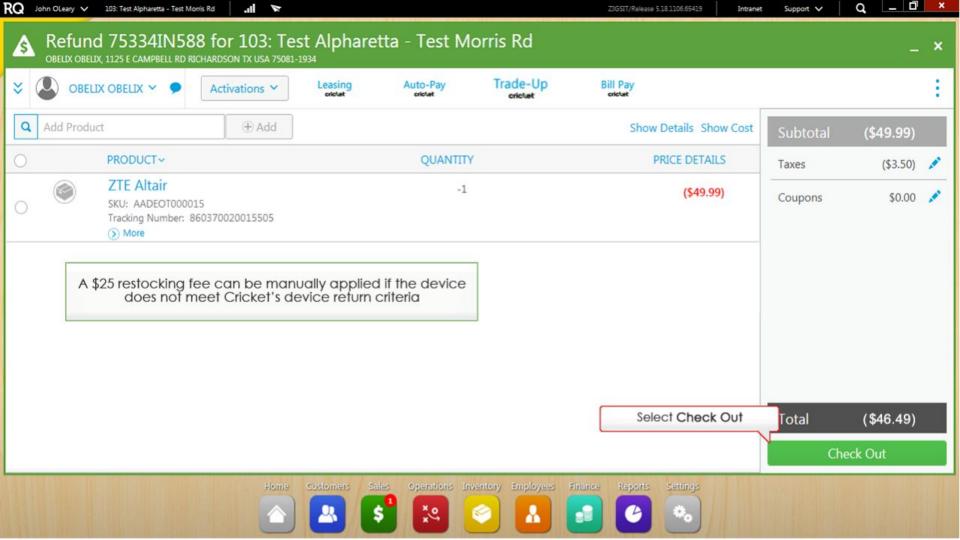


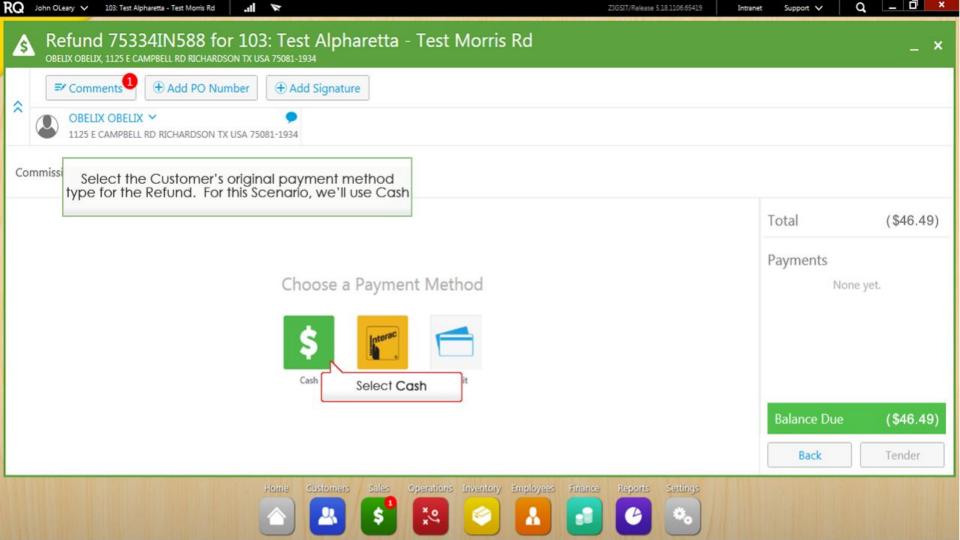


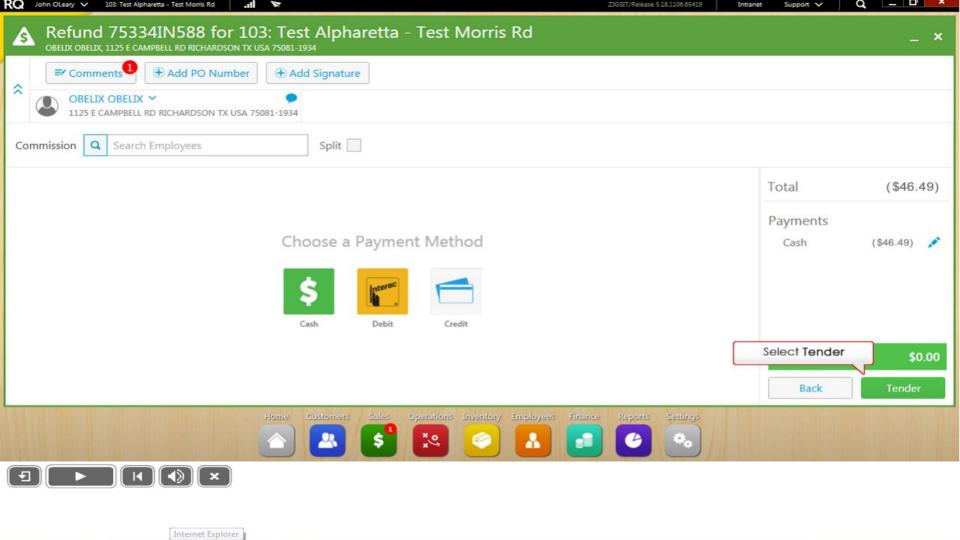










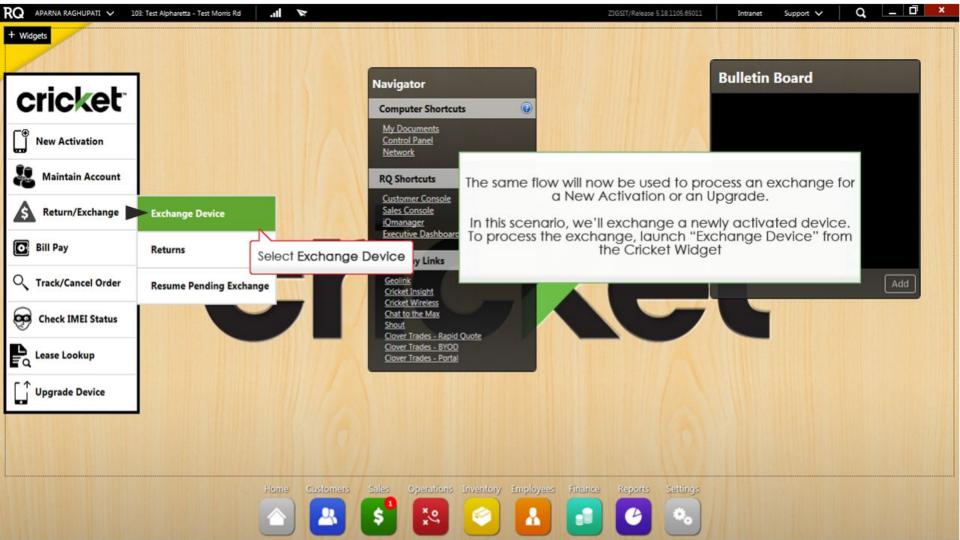


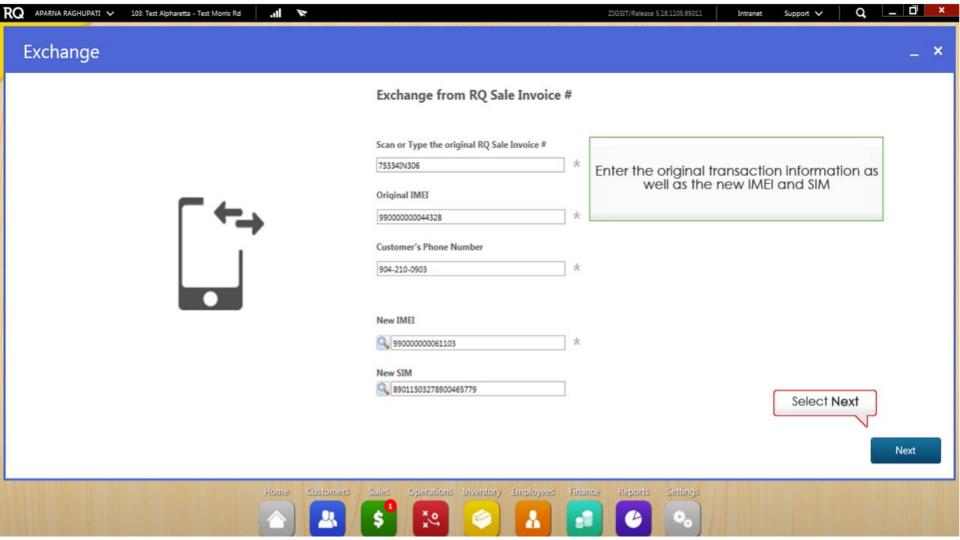
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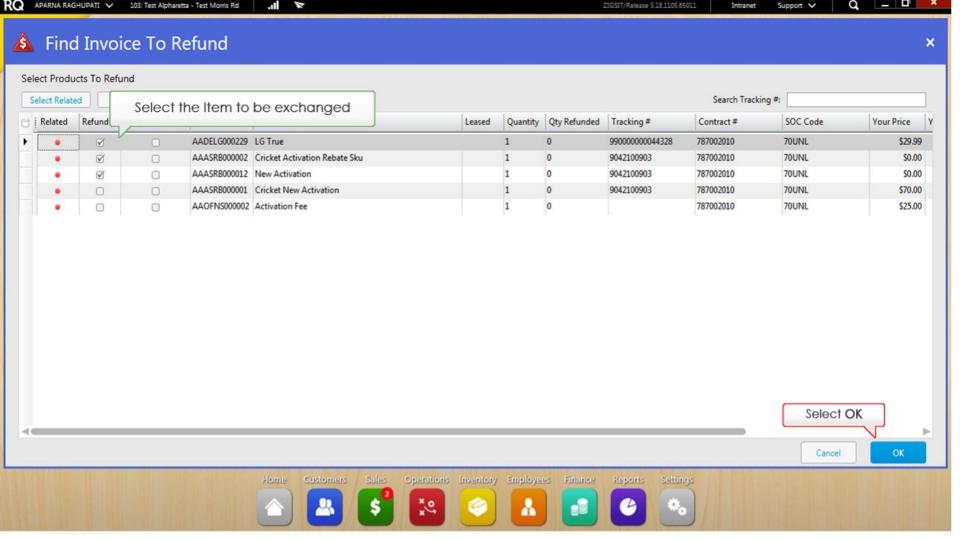


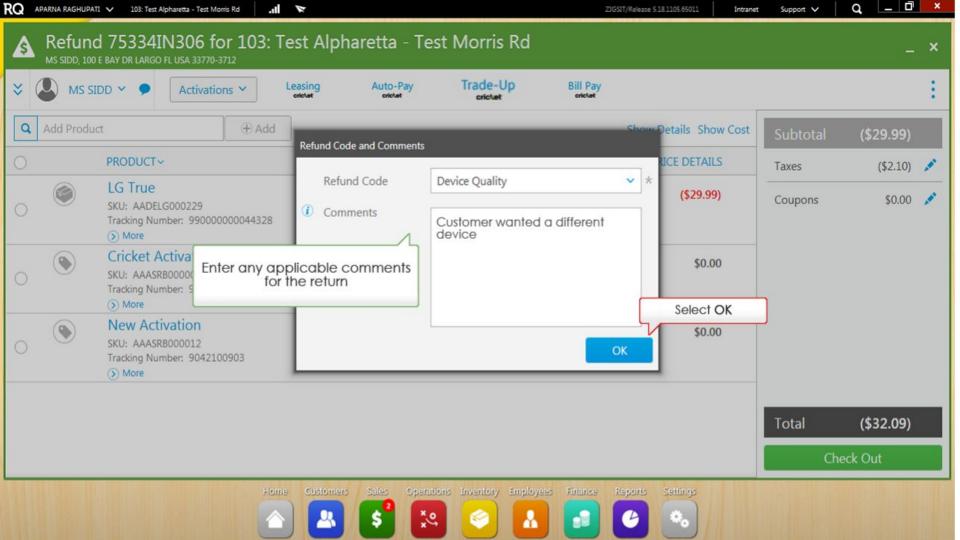


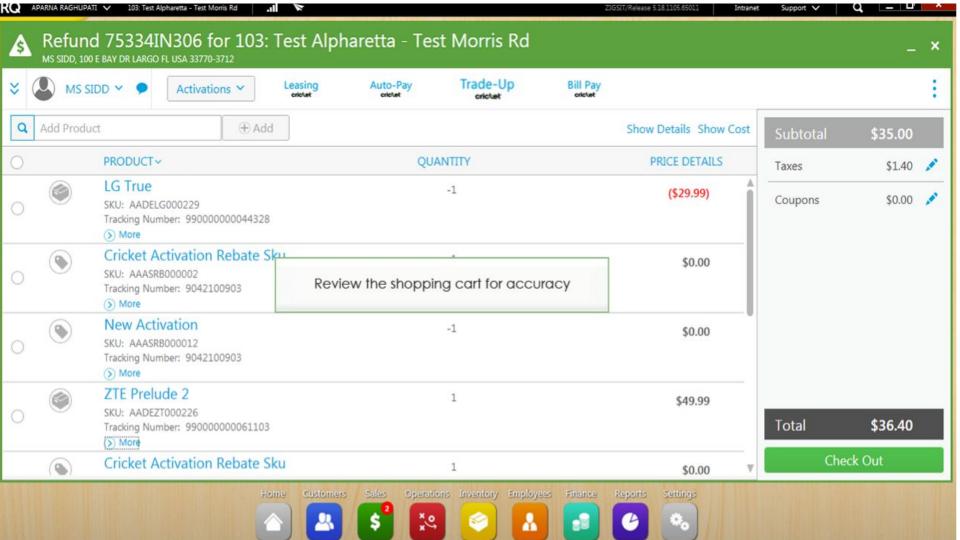


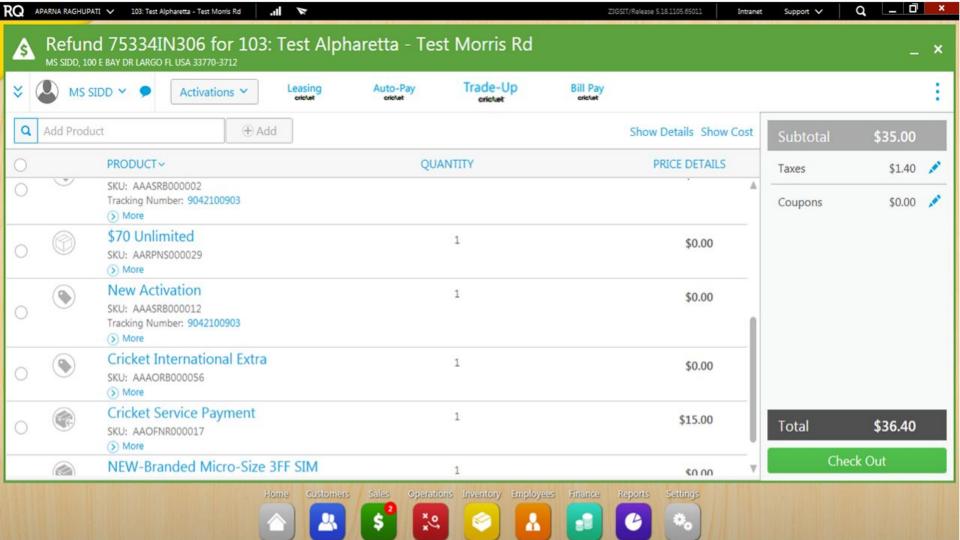


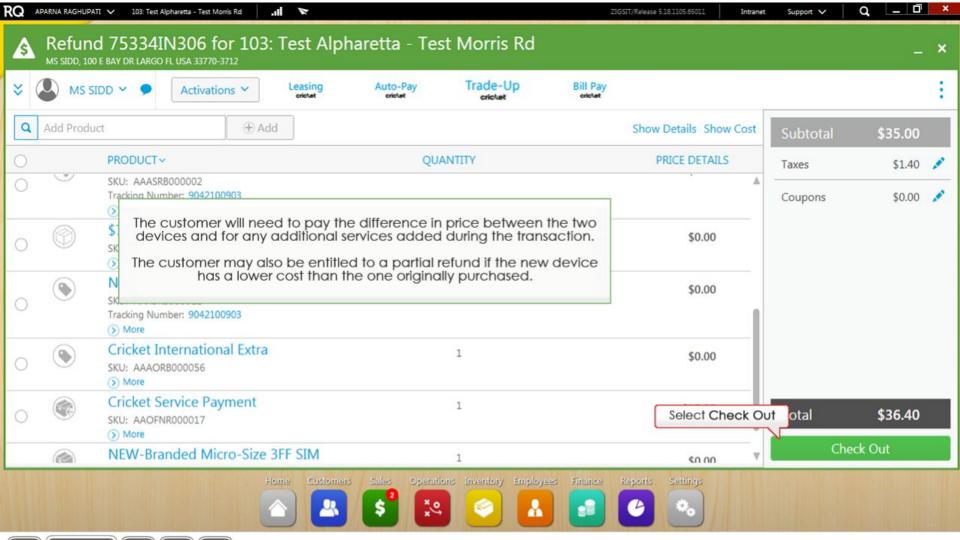


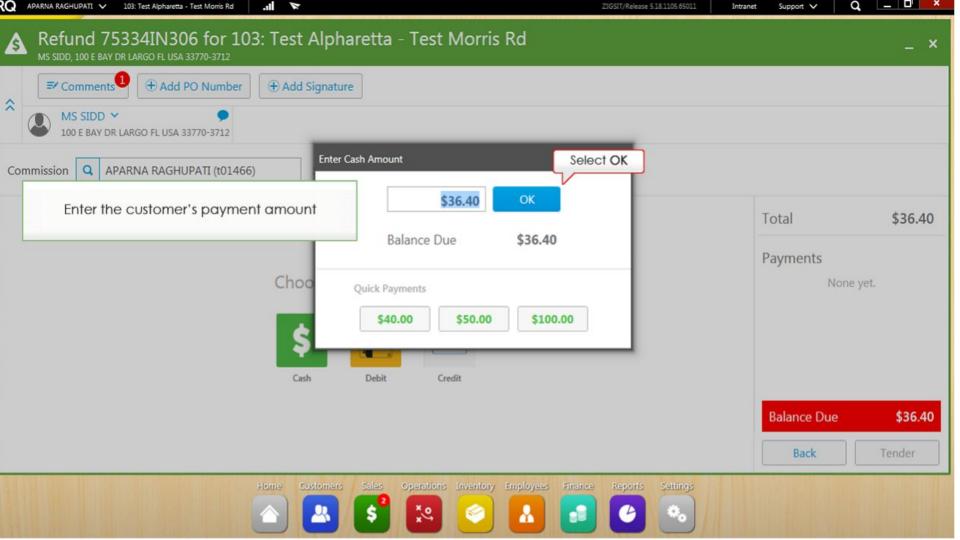










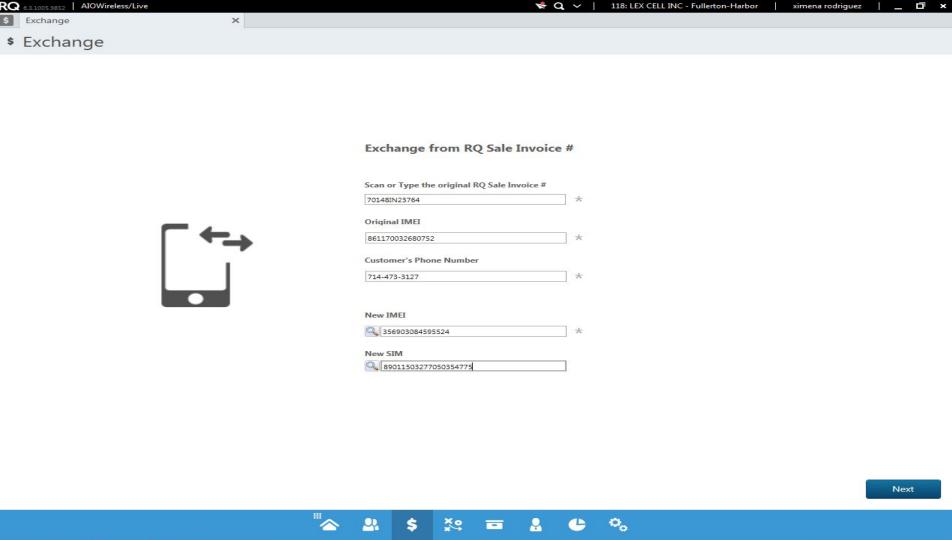


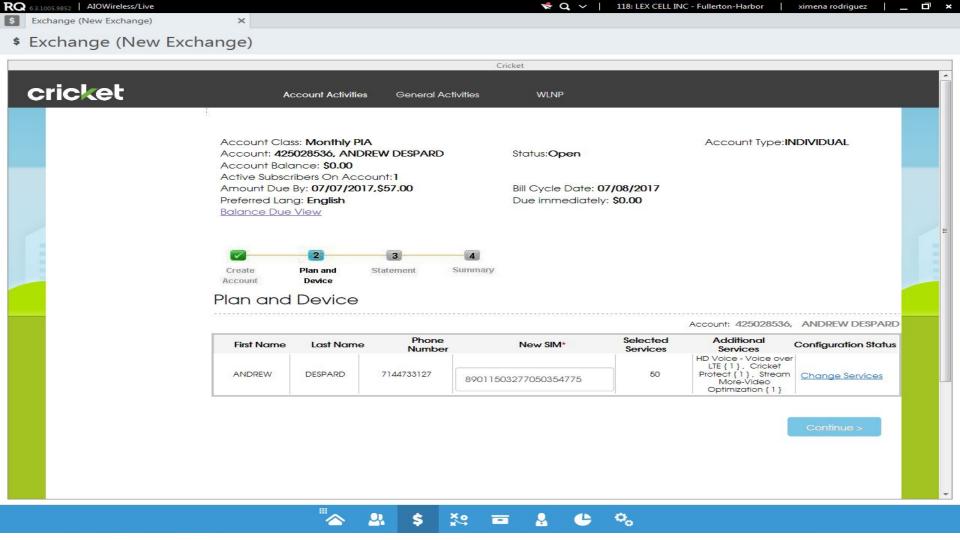
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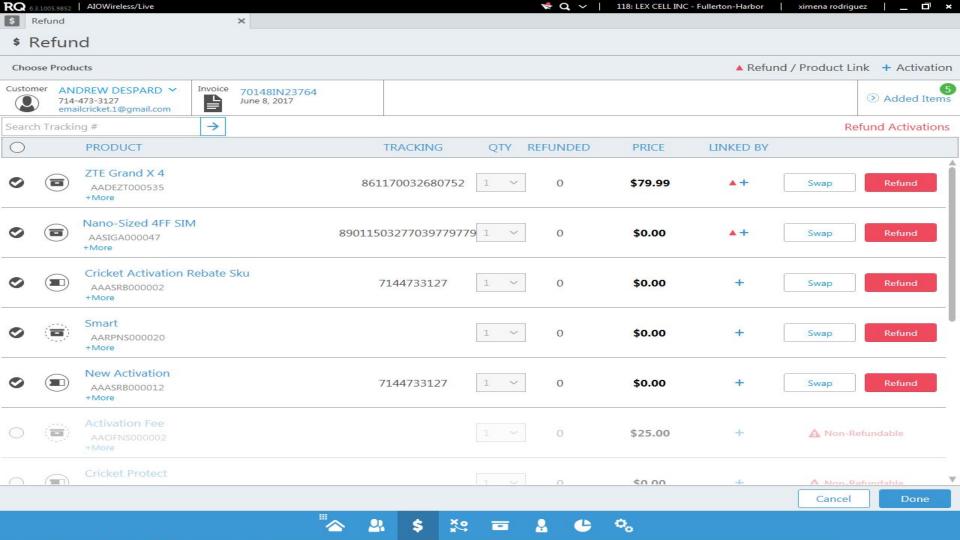


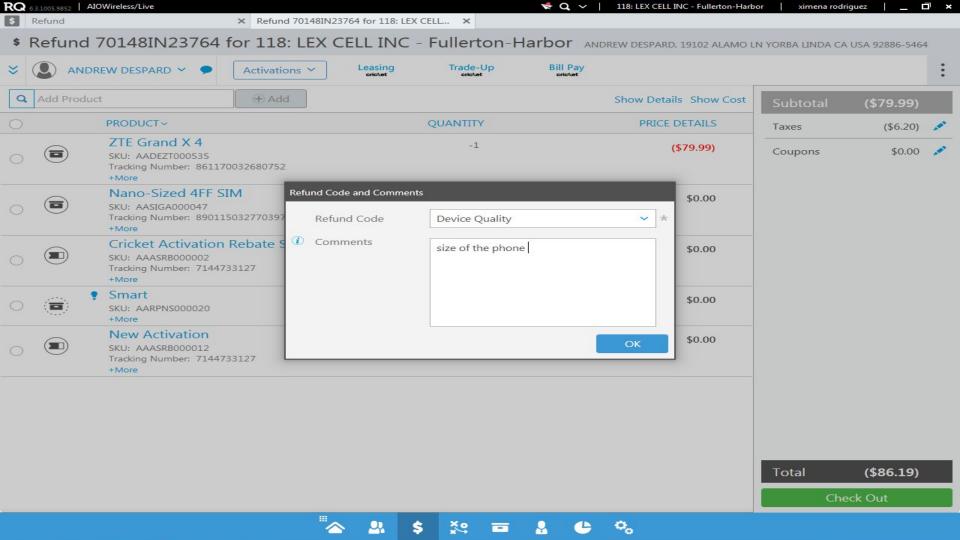


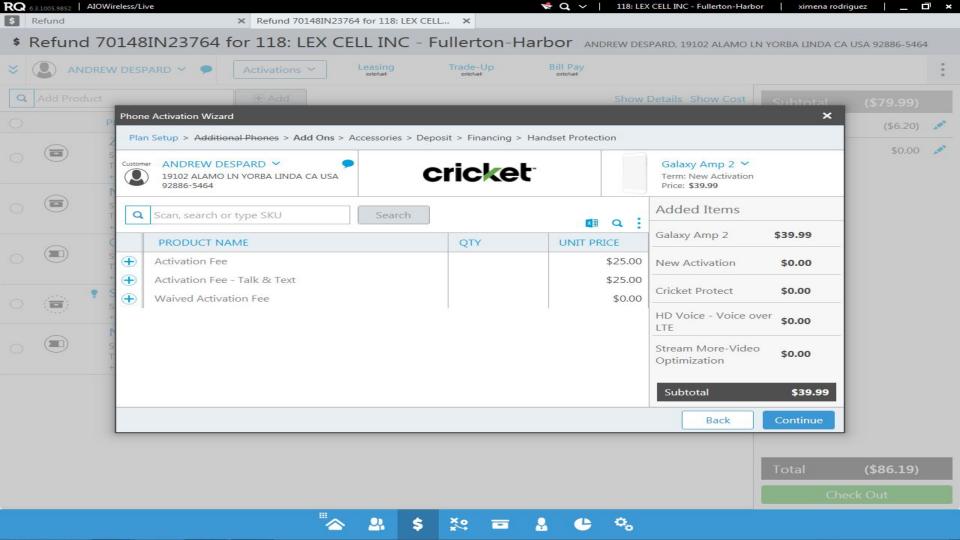


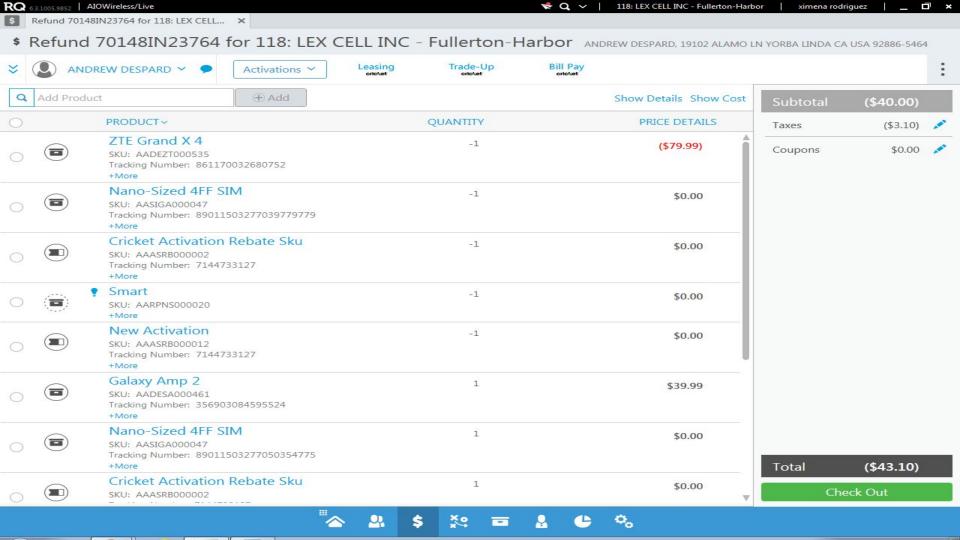


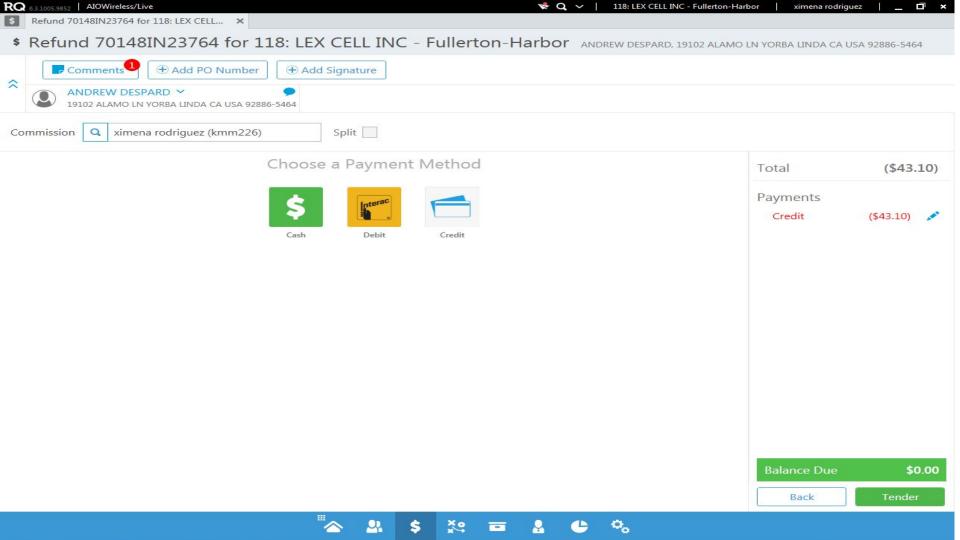


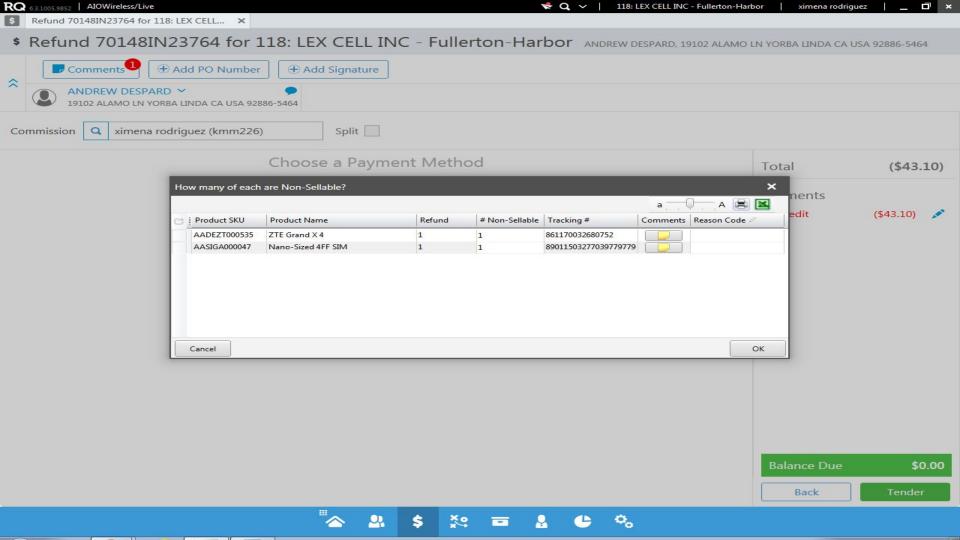


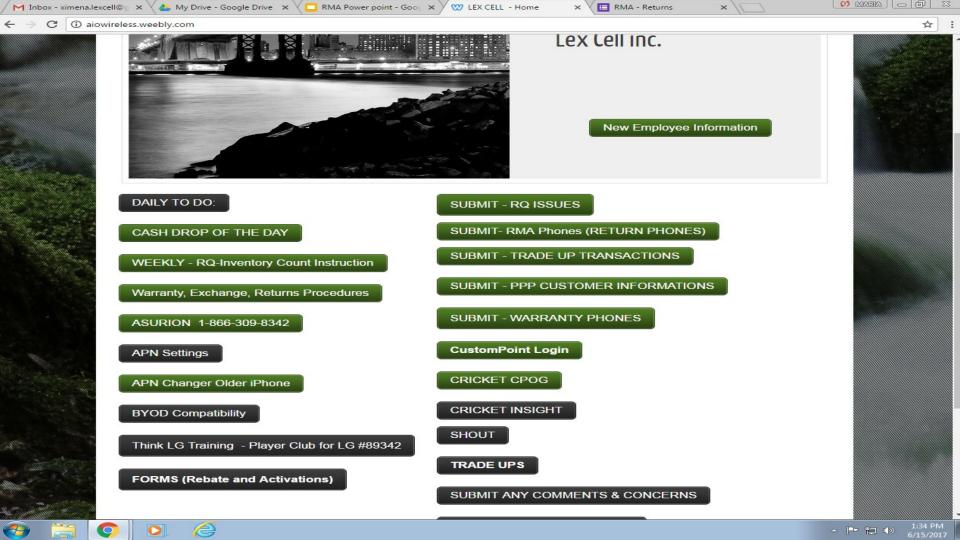


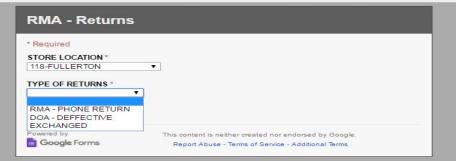














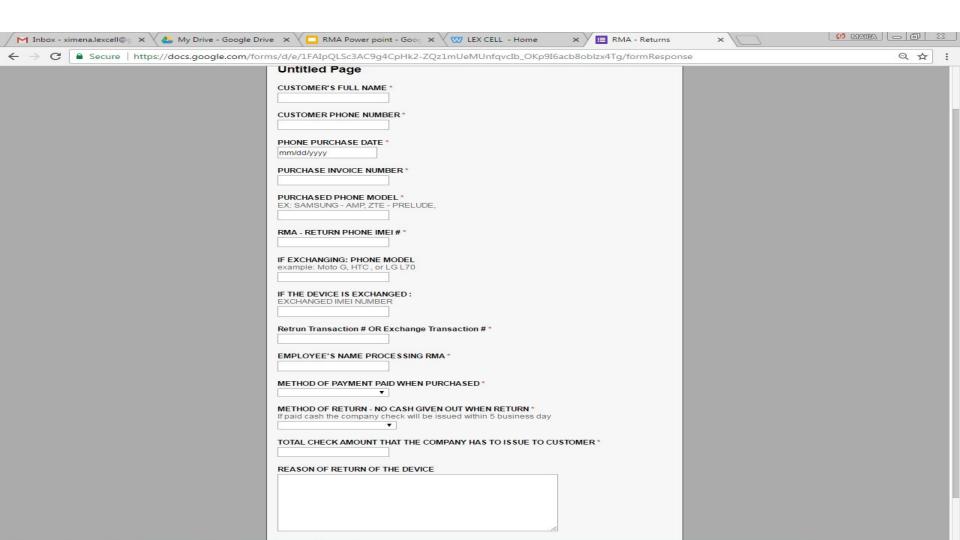












1. IF CUSTOMER PAID CASH HOW WOULD THEY RECEIVE THEIR MONEY BACK?







CUSTOMER WILL GET A CHECK WITHIN 3-5 BUSINESS DAY







IN ORDER TO GET A CHECK YOU MUST EMAIL HARRY, ANA, AND MARY. ONCE YOU HAVE SUBMITTED ON THE WEEBLY PAGE. ATTACH AN IMAGE OF THE INVOICE WITH THE REFUND AMOUNT.

- -hkim.lexcell@gmail.com
- -ana.lexcell@gmail.com
- -mko.lexcell@gmail.com







WHEN CUSTOMERS PAYS CASH RQ WILL SHOW AS OVER AND YOU WILL HAVE TO CASHOUT AS OVER. MANY STORES ARE NOT REPORTING THEIR CASHOUT AS OVER!







2. IF CUSTOMER PAID DEBIT/CREDIT CARD HOW WOULD THEY RECEIVE THEIR MONEY BACK?



YOU WILL HAVE TO SELECT ON RQ PAYMENT OPTION AS CREDIT, AND SWIPE THEIR CARD. THEY WILL GET THEIR MONEY BACK WITHIN 5 BUSINESS DAY.



3. IF CUSTOMER PURCHASE THE PHONE ON PORT-IN DISCOUNT CAN THEY EXCHANGE TO ANOTHER DEVICE AND GET PORT-IN PRICE?







NO, THEY ONLY GET PORT-IN PRICE ONCE . PHONE BECOMES REGULAR PRICE, AND ADDITIONAL \$25 UPGRADE FEE







4. DO WE EXCHANGE DEFECTIVE DEVICES?







YES, WITH NO ADDITIONAL CHARGES UNLESS THEY GET A DIFFERENT DEVICE. THAT WILL BE \$25UPGRADE FEE.



5. IF CUSTOMER BRINGS THE PHONE ON THE 8TH DAY CAN WE STILL RETURN IT?



NO, IT BECOMES A WARRANTY CLAIM IF ITS DEFECTIVE.



vvarianty Exchange Update - UPS

Cricket is partnering with UPS stores nationwide to provide customers with an additional option to process their warranty return & replacement

Starting 6/26, customers contacting Warranty will be provided with the UPS Store as third option for processing their exchange.

- Customer must first process a Return Authorization with Warranty
- Customer brings warranty eligible device and RA to closest UPS Store
- UPS Store employee performs quick check of device looking for damage/abuse
- Approved device sent back to IMM by UPS
- UPS immediately processes replacement device request for delivery to customer provided address within 2 days



Customers will now have three options to process a warranty claim!

- 1. Advance Exchange: IMM sends the replacement device overnight and holds a credit card until the customer's defective device is returned
- 2. Post Exchange (Expedited or Standard): Customer sends back their device and upon receipt IMM sends the replacement
- 3. UPS Store Exchange: Customer drops off device at UPS Store and immediate replacement request is processed