



## Customer Device Return Procedure & Policy

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## Customer Device Return Procedure & Policy

### 1. Boost Mobile Devices

RMA approval must be obtained prior to any return. Please utilize the Marceco Online Portal: <https://dashboard.marceco.net/> to obtain a Return Merchandise Authorization (RMA) number for any Defective/Customer Remorse/Previously Activated device that you wish to return to Marceco Ltd. Dealers are responsible for shipping all device returns. Multiple RMAs sent in a single package are encouraged.

#### 1.1 Defective/Customer Remorse Devices

To qualify for RMA, Defective / Customer Remorse devices:

- **Must be deactivated within 7 days of activation. Deactivation must be completed prior to requesting an RMA number.**
- RMA must be obtained within 15 days of the device deactivation date. The Defective/Customer Remorse device(s) must be received within the RMA expiration date (usually defaulting to 15 days or two weeks), with a copy of the RMA document.
- Devices deactivated over 30 days before the device is received by Marceco Returns will be ineligible for return as per Boost Returns Requirements.
- Physically damaged devices are ineligible for return through Boost, and must be processed through the Boost Customer Warranty Program found at: <https://www.boostmobile.com/about/legal/warranty-policy.html>
- Devices missing their physical identifier(s) (removed or altered) are considered damaged and will be denied on arrival.

#### 1.2 DOA (out of box failure) Devices

To qualify for RMA, DOA (out of box failure) devices:

- Must have no activity associated with the ESN.

#### 1.3 Shipped Active Status Claims (SAS)

Shipped Active Status Claims (SAS)

- Devices qualifying as "SAS" MUST be activated prior to ship date to retailer.
- Qualifying SAS devices, once confirmed by retailer purchase date, will be RMA'd as normal. All SAS/Previously Activated devices will be checked in Epay by Marceco Returns to verify their activation history. If the activation history validates the Dealer as the activating party, the device may be denied for return.
- The Prepaid Dealer Escalation Process can be used in place of an SAS Claim to re-activate the device for sale (or upon an SAS Claim denial)

Should a handset have ineligible activity that occurs after the arrival of a device in a Dealer's possession, documentation MUST be provided as proof of the errant activation. Screenshots

are encouraged, either of ePAY information or from ISM/AE Representatives showing that the activation occurred outside of the Dealer's businesses. If proof cannot be provided, the device shall remain ineligible per Boost Returns Guidelines and must go through the Warranty Program or Prepaid Dealer Escalation Process (provided upon request). Please email [returns@umwireless.com](mailto:returns@umwireless.com) with your documentation so we may work together on your SAS appeal.

#### **1.4 Clearance/Discounted Devices**

Marceco reserves the right to refuse returns on any clearance or discounted devices.

#### **1.5 Boost Transformed Network (BTN) Returns**

Boost Transformed Network (BTN) device returns currently have minor differences in processing over regular Boost product. The returns requirements remain identical, but BTN returns will require special approval from Boost through Marceco Ltd (no further action required at Dealer level). These returns will still be credited on arrival (no delay in crediting); however, chargebacks/denials may occur if Boost evaluates a device and determines that it falls outside of Policy guidelines. Please ensure your business is always adhering to the Returns Policy requirements.

### **2. Gen Mobile Phone Bundles/SIMS**

All Gen Mobile SIMs are non-returnable. All Gen Mobile Phone Bundles are non-returnable, but if there are DOA/True Defect issues with a device please reach out to your Marceco Rep for them to address. Any Gen Mobile Phone Bundles that are approved for return will be tested bi-weekly. Any devices tested with no failures or that have a Passcode/iCloud Lock/Activation Lock will be returned to the dealer at \$25 to cover shipping/testing.

### **3. Third Party Accessories**

Third Party Accessories are non-returnable.

### **4. GSM Unlocked Devices**

All unlocked devices must be returned within 60 days of the Dealer purchase date. Devices must be deactivated before the RMA request is submitted. All devices are subject to inspection. Devices missing their physical identifier(s) (removed or altered) are considered damaged and will be denied on arrival. **Unlocked devices that are DOA or have a manufacturer defect are the only returns authorized.** To qualify as DOA, a device must have no activity associated with the ESN. To qualify as a manufacturer defect, a device must have hardware or software issues found after activation. Devices will be ineligible if they have:

- Water damage, customer abuse, physical damage (cracked LCD, broken housing, or missing parts). If the device shows signs of extensive wear, it will be ineligible for return.

If a device does not meet the criteria for DOA or a manufacturer defect upon inspection by Marceco Ltd, the device may be processed as a denied return or as a stock balance with the corresponding

fees. Certain carrier-specific features may not be available and does not qualify the device for return. Marceco reserves the right to refuse returns on any clearance or discounted devices.

List below is subject to change and is for GSM Unlocked phones only

<b>Item Codes Beginning with a 1, 2, 3, 4, 5, and 7</b>	<b>Item Codes Beginning with a 6</b>	<b>Item Codes: Beginning with IPAD Beginning with AW(Apple Watch) Beginning with AIRPOD (all models) Beginning with BEATS</b>
60 Day Warranty	6 Month Warranty (180 days)	15 Day Warranty

**\*\*Starting August 1, 2021, all Vendor 3 items will move to a 60 Day warranty.**

## 5. Bumpboxx

Bumpboxx warrants all products to be free from manufacturing defects for a period of 1-year from the date of purchase. **All original packaging must be kept for the duration of the warranty period, or the warranty will be voided.** The limited warranty covers any defects in material and workmanship under normal use during the warranty period. During the 1-year period, Bumpboxx will repair or replace at no charge with a comparable product, products, or parts of a product that proves defective because of improper material or workmanship, under normal wear and tear.

To initiate a return, please do ONE of the following:

- Email [marceco@bumpboxx.com](mailto:marceco@bumpboxx.com), and include your invoice number, date, model, and color. If approved, Bumpboxx will provide a return label or replacement parts and handle the return with the customer directly.
- Go to [bumpboxx.com](https://bumpboxx.com) and click the chat icon  to start a conversation with the Bumpboxx Customer Support team. *You will be prompted for an invoice number – enter your order date instead of the Marceco invoice number.* If approved, Bumpboxx will provide a return label or replacement parts and handle the return with the customer directly.

Any customers with non-warranty issues, such as receiving the wrong model or color or requesting a refund, etc., will be directed back to Marceco for corrective action. Marceco and Bumpboxx do not accept Customer Remorse or stock balancing returns.

## 6. Cable Returns

### 4.1 Xfinity Cable Returns

See Marceco Cable Returns Policy on the ordering portal.

### 4.2 Cox Cable Returns

Cox Straight Up Internet is not eligible for returns.

## 7. Approved Devices

Approved devices must be returned to Marceco Grand Rapids (address listed on the RMA document) with their corresponding RMA document. **The RMA document with the corresponding barcodes for each device must be included in the shipment or a handling fee will apply.** Devices cannot have any physical/liquid-induced damage. Devices cannot be network, device, Apple, Google, Android, and/or Samsung locked. Approved devices must be received within the expiration date listed on the RMA document. Credit amount for each approved return will vary and is dependent on the product type, purchase date/price, and/or current unit price. Generally, approved Boost devices will be credited at the current price and approved GSM Unlocked devices will be credited at their original purchase price. GSM Unlocked returns must have a manufacturer's defect or be DOA without any activation history to be eligible. Marceco Ltd. reserves the right to adjust the credit amount at any time based on these factors. RMA numbers are not written guarantees of credit but adhering to the time restrictions will all but guarantee your returns are processed simply and efficiently for your business. Marceco Ltd. reserves the right to reject a device for credit after issuing an RMA number based on the condition, age, or activation status of the device upon receipt.

**\*\*\* Starting March 11<sup>th</sup>, 2022, we will no longer be accepting RMA Drop-Offs at the customer pickup entrances.**

## 8. Incomplete Kits

Incomplete Kits will be processed as received and missing parts will incur fees as listed below. Partial kits will not be held, nor will customers be contacted by Marceco Returns. Marceco will not accept individual parts for credit after incomplete kits have been processed. Incorrect accessories will count as "missing" and will still incur the applicable fees. Fees are deducted from Credit totals and are not separate invoices or charges to a business account. Retail packaging and instructions are not required for defective/customer remorse returns.

Missing Battery: -\$20.00

Missing Charger/cord/headphones: -\$5.00

Missing SIM card: -\$5.00

## 9. Denied Returns

**Devices not qualifying for credit will be returned to the sender at their cost.** Devices received without an RMA or not matching the approved RMA will also be returned to the sender at their cost. Approved devices sent without their RMA document will be charged a handling fee. Marceco Returns will not notify a business of devices missing from RMA shipments unless the package looks tampered with or damaged. RMAs will be processed for all eligible devices received by Marceco Returns without penalty. Please utilize proper shipping techniques to ensure your devices are received undamaged. Marceco Returns will process eligible inventory within 1-3 business days of receipt of an RMA shipment.

**\*\*\* Any devices denied by Boost for invalid return code reasons (ex: used Defective return reason, but device was not defective) will be subject to a \$50 handling fee plus shipping to return the device to the dealer.**

## 10. Refurbished/Recycled/Gently Used/Certified-Pre-Owned Devices

Refurbished/Recycled/Gently Used/Certified-Pre-Owned devices are returnable on a case-by-case basis and must be approved prior to return through the normal returns process, unless otherwise specified. Marceco reserves the right to refuse returns on any refurbished/recycled devices. Prices and returns policies subject to change without notice.

## 11. Discontinued/EOL Devices

Discontinued/EOL devices are subject to review and may not be eligible for return based on the age of the handset.

## 12. Fraudulent Activations

Should a Dealer activate a device and is paid commission for the activation of an ESN not purchased from Marceco LTD, a chargeback will be issued for the cost of the ePay commission plus a \$100 convenience fee. The fees will be applicable for each fraudulent activation. Marceco may increase the convenience fee amount based on the number of fraudulent activations by a Dealer. Marceco reserves the right to issue chargeback and convenience fees for past fraudulent activations at our discretion.

## 13. Stock Balance

Stock Balance Requests are subject to approval at Marceco's discretion. When reviewing a restock request, we consider current aging on the model requested for return. Marceco must manage an acceptable aging threshold on all inventory. If the product SKU(s) your business requests restocking on is within acceptable aging limits, a restock RMA will likely be authorized with the Restocking Fee. If a SKU has aged outside of our acceptable threshold, we may deny the stock balance request entirely. **SIM Cards are not eligible for Stock Returns.**

Please note for Stock Balance Return Credit (new in-box):

- Excessively damaged STOCK returns may be denied/returned at the dealer's cost or subject to additional fees (Opened/Altered/Written-On/Stickers i.e. the device is unsalable as "new")
- Stock Balancing will not be permitted for Discontinued Devices.
- Stock Devices no longer for sale by Marceco Ltd must be returned within 60 days of last purchase date

The return of Stock devices will be subject to restocking charges as follows:

- \$25 Flat Restock Charge per device approved
- \$18 handling fee per invoice

All refused/returned shipments will be subject to the \$18 handling fee and a \$25 per device restocking fees. Invoice corrections due to Dealer error will be subject to the \$18 handling fee.

Final Stock Returns from Off-Boarded or Closed/Sold Locations may not be subject to restocking fees. EOL Products not purchased within the last 90 days are not eligible for return. Any ineligible items (not approved for return, or returned in a non-sellable status) shipped to Marceco by an Off-Boarded or Closed/Sold location are considered surrendered, with no credit issued and no ship-back options available.

**Pick-up Order Expiration:**

All pick-up orders placed must be picked up within 5 full business days or it will be considered abandoned. Any order that is abandoned at the pick-up entrance will be subject to handling and restocking fees.

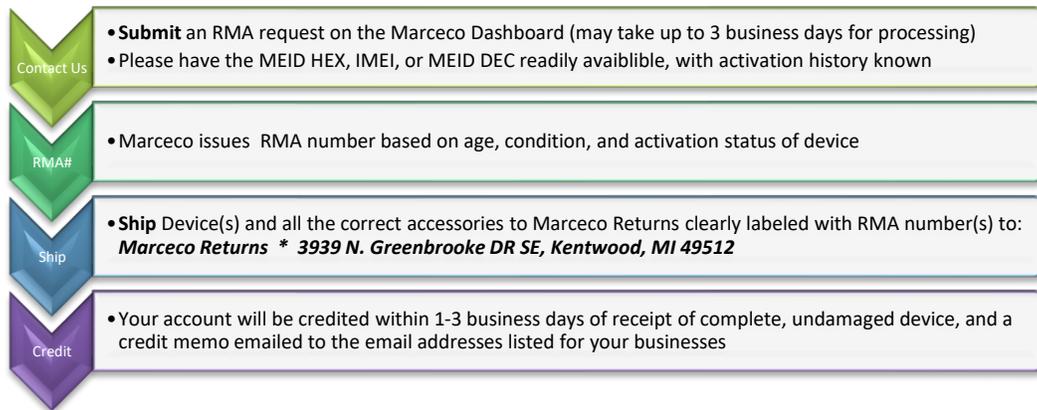
**To Submit a Restock Request**

1. Please email your Account Manager with the details and reason for your request
2. Your Account Manager will email your request to the Returns Department and it will be reviewed for approval or denial at the discretion of our Inventory Team.

**14. To Submit a Claim for Damaged/Lost/Stolen Shipments:**

Marceco Returns and the Order Desk MUST be notified within 24 hours of a shipment’s arrival (or within 24 hours of when the shipment should have arrived). Please ensure you have pictures of shipment packaging/devices, ESNs, dates, locations, etc. all available, and complete the form by selecting the claims link below: [Marceco Claims for Shipments](#). If photos are not included with applicable claims, the order will be charged per your normal ACH schedule while we investigate.

In the case of a shipment error, a call tag or email label may be provided. Any additional labels/return shipping will be at the cost of the Dealer.



**15. To Submit an RMA request:**

1. Please login to the web portal by selecting this link: [Marceco Portal](#)
2. Click on the Returns & Claims drop-down on the Navigation Panel or from the icons at the bottom. Click Make a Return and fill in the required fields. Click Submit Request.
3. You will receive a confirmation email to verify your submission went through. You will also receive email(s) once the Return Authorization has been granted or denied.
4. Please ship your approved return back prior to the RMA expiration date.

Access to the Marceco Portal for returns will be deactivated upon a store offboard/closure/sale. After login deactivation, these locations should submit defective return requests to [returns@umwireless.com](mailto:returns@umwireless.com) for review.