Mobile Phone Return and Refund Policy

Company Name: _____

Effective Date: _____

Thank you for shopping at _____. If you are not entirely satisfied with your mobile phone purchase, we are here to help.

1. Return Period

You have _____ calendar days to return a mobile phone from the date you received it.

2. Eligibility Criteria for Returns

To be eligible for a return, your mobile phone must meet the following conditions:

- The device must be unused, undamaged, and in the same condition that you received it.
- The device must be in its original, unopened packaging, including all original protective plastics, seals, and stickers.
- All inbox accessories (charger, charging cable, earphones, manuals, etc.) must be returned undamaged and unused.
- The device must be completely wiped of all personal data, password locks, and biometric data.
- All cloud accounts (such as Apple ID, iCloud, Google Account, Samsung Account, etc.) must be signed out and unlinked from the device before return.
- The IMEI number on the device must match the IMEI number on the original receipt and packaging.

3. Non-Returnable Items

The following items cannot be returned or refunded:

- Devices with physical damage, liquid damage, or signs of misuse.
- Devices that have been rooted, jailbroken, or have modified firmware.
- Prepaid SIM cards, airtime cards, or software licenses sold with the device.
- Devices missing original accessories, documentation, or retail packaging.

4. Return Process

To initiate a return, please follow these steps:

1. Contact our customer support team at _____ or visit our retail store.
2. Provide your original proof of purchase (receipt, invoice, or order number).
3. If returning by mail, package the device securely in its original packaging along with a copy of your receipt, and ship to the following address: _____.

Please note that you will be responsible for paying for your own shipping costs for returning your item, unless the

device is determined to be defective upon arrival. Shipping costs are non-refundable.

5. Inspection and Refunds

Once we receive your item, we will inspect it and notify you that we have received your returned item. We will immediately notify you of the status of your refund after inspecting the item.

If your return is approved, we will initiate a refund to your original method of payment. You will receive the credit within _____ business days, depending on your card issuer's policies.

6. Exchanges for Defective Devices

If you receive a mobile phone that is defective or damaged out of the box (Dead on Arrival), please report it to us within _____ hours of receipt. We will arrange for a replacement device or a full refund at no additional cost to you.

7. Contact Us

If you have any questions on how to return your mobile phone to us, contact us at:

- Email: _____
- Phone: _____
- Address: _____