

Sprint 30-day Return and Exchange Policy

This policy is effective for orders placed on or after 04/01/2010. Previous policies can be found [here](#)

We are committed to making sure you are satisfied with your purchase. We will gladly accept returns and exchanges on merchandise purchased directly from Sprint. If you're not completely satisfied, simply return your undamaged device and deactivate service within 30 days in accordance with our Sprint Free Guarantee or Sprint 30-day Satisfaction Guarantee. Please note that this policy may not reflect the policies of our authorized 3rd-party dealers or retailers.

Sprint Free Guarantee

For new customers and customers adding new lines of service

We love and believe in our products and services. We're confident you will too. That's why, as a new customer - or an existing customer adding a new line of service - we'll give you 30 days to try us for free.

If for any reason you're not happy and want to cancel service, just call us to deactivate and return to the original place of purchase to return your undamaged phone or mobile broadband card and we'll:

- Refund monthly charges incurred as part of your service plan*
- Refund the activation fee
- Refund the purchase price of your device
- Waive the Early Termination Fee
- Waive the restocking fee
- Refund taxes and Sprint surcharges associated with the above charges

*You'll be responsible for extras like usage not included in your plan (i.e. charges for exceeding your Anytime Minute or Data allowance on your voice or data plan; voice, text or data usage not included in your plan or add-on; pay-as-you go charges, etc.), premium content (i.e. digital downloads, songs, games, applications, etc.), 3rd-party billing, international charges and any taxes and Sprint surcharges associated with such extras.

Sprint 30-day Satisfaction Guarantee

For existing customers upgrading devices and accessory purchases

So you just traded in your old Sprint device for a brand new one and ... it's not quite what you expected. Too big. Too small. Not quite the right color red.

No sweat. You've got options. As long as you're within the first 30 days of owning your new device or accessory, the Sprint 30-day Satisfaction Guarantee lets you either exchange your device for a different one or return it for a refund.

- Exchange it for a different one. Just bring it back to the original point of purchase and we'll help you find a device or accessory that better meets your needs.
- Return it for a refund and re-activate your old one. Want to go back to your old phone and plan? We can do that. If your old plan's no longer available, we'll find one that's comparable.

Simply return or exchange your device or accessory (in its original condition) within 30 days with the original receipt. When you return or exchange your device, we'll refund your activation fee. However, in most situations, a \$35 restocking fee will be charged. If your new plan doesn't meet your needs, and you want to return to your previous plan, we will: remove any credits or discounts received in exchange for your new contract term and restore you to your previous contract term and service plan (if available). You may switch to a comparable service plan if your previous plan is no longer available.*

*Please note: The terms and conditions of your previous contract will apply including, but not limited to, your contract end date or term. If you terminate your contract before the end of your term, you'll need to pay any applicable Early Termination Fee up to \$200.

Equipment/Accessory Refunds

If your equipment return qualifies for a refund under the Sprint Free Guarantee or the Sprint 30-day Satisfaction Guarantee, you will receive the amount you paid for the device plus any taxes. Your refund may exclude any instant discounts received at purchase or charges for shipping or deposit.

- If your Sprint account was billed, we'll credit the amount back to that Sprint account within 10 business days from receipt of the equipment at our warehouse. The device credit will appear on your next one to two billing statements based on the timing of your billing cycle.

Service Refunds

If you are eligible for a refund of service fees under the Sprint Free Guarantee, your refund will appear on your invoice within three billing cycles of canceling service.

Other Limitations and Fees

- You may exchange an item only once during the initial 30-day period. An exchange does not extend the 30-day period.
- Sprint reserves the right to deny service to prevent multiple returns under the Sprint Free Guarantee
- If you cancel service within 30 days of activation, you are required to return your device and will no longer be eligible for any associated mail-in rebates.
- If you do not return your device within 30 days of deactivation, you will be charged an Early Termination Fee of up to \$200.
- Replacement devices provided as part of an advanced exchange that are not returned within 10 days of receipt of the replacement equipment may be subject to an equipment non-return fee of up to \$500.
- For any devices or accessories purchased through a Buy One, Get One (BOGO) offer, all devices or accessories purchased must be returned/exchanged to receive a refund or comparable exchange. Each upgraded device exchanged may be subject to the \$35 restocking fee, except where prohibited.

Replacements and Repair

- If you are exchanging a replacement device provided to you by Sprint and not through Asurion or another 3rd party, call the following numbers for exchange: Sprint devices (888-211-4727 or *2); Nextel devices (800-639-6111); PowerSource devices (866-398-0455).
- If you received a replacement device through our Total Equipment Protection Program, your device may be eligible for exchange if defective by contacting Asurion at 800-584-3666.