Sprint Return and Exchange Policy

This policy is effective 9.16.2011. Orders placed prior to 9.16.2011 are subject to the policy here (with a link to all 3 pdfs).

Sprint Satisfaction Guarantee

We love our products and services, and we think you will too. With the Sprint Satisfaction Guarantee, you can try your new product for 14 days. If you aren't 100% satisfied with your product you can bring it back to your original place of purchase within 14 days of activation and Sprint will:

• Refund the device purchase price (as long as device is complete and undamaged)
• Refund the activation/upgrade fee (if service is canceled within 3 days of activation)
• Waive the Early Termination Fee (ETF) (as long as the device is returned)

Customers are responsible for all their usage charges (included but not limited to Monthly Rate Charges, add-ons, casual or out-of-plan usage and related taxes and Sprint surcharges).

Devices activated prior to 11/14/2011 in Minnesota have up to 30 days from activation to qualify.

Please note that this policy may not reflect the policies of our authorized 3rd-party dealers or retailers

Details on how to return or exchange your device »

Exchanges

So you just purchased a brand new Sprint device 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 14 days of owning your new device or accessory, the Sprint Satisfaction Guarantee lets you either exchange your device or accessory 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? No problem, you can select the best plan for you from our current price plan options. (Your previous service plan may no longer be available to you).

In most exchange situations, a $35 restocking fee will be charged. If your new plan doesn't meet your needs, you can select from our current price plan options available. (Your previous service plan may no longer be available to you). 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).*

*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 Fees of up to $350/line for advanced devices and up to $200/line for other devices.

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Equipment/Accessory Refunds

If your equipment return qualifies for a refund under the Sprint 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 you paid in cash, we will refund in cash up to $175 at a Sprint store. For refunds greater than $175, we will issue a check within 14 business days.

If you paid by check, we will issue a check within 14 business days after your check clears.

If your account was billed, we'll credit the amount back to that 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.
Other Limitations and Fees

You may exchange an item only once during the initial 14-day period. An exchange does not extend the 14-day period.

Sprint reserves the right to deny service to prevent multiple returns under the Sprint Satisfaction Guarantee.

If you cancel service pursuant to the return policy for your phone or device, 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 phone/device within 15 days of deactivation, you will be charged any applicable Early Termination Fees of up to $350/line for advanced devices and up to $200/line for other devices. Phones/devices must be returned to the original place of purchase.

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 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.

Find more information regarding Phone Repair and Protection [here](#).