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Advanced Replacement Policy

- Advanced replacements of defective equipment will be issued no later than 30 days from original invoice date. Any defective equipment to be returned after 30 days of original invoice is considered a warranty item and is not eligible for Advanced Replacement.
- Customer is responsible for return shipping costs. We do not provide prepaid return labels.**
- Advanced replacements are chargeable, if not returned within 7 days after you have received your Advanced Replacement. (We estimate approximately 7 days for you to receive the Advanced Replacement and 7 days to ship the original equipment back.) After that time, if we have charged your card, **we will not accept the original merchandise** and will not reverse the charge. It is advisable to keep the tracking record for the equipment being returned.
- Defective equipment **must** be received by Usedphones.com within 7 days of receiving the Advanced Replacement. **NO EXCEPTIONS!**
- Advanced replacements will be shipped UPS Ground Service at Usedphones.com expense. Customer has the option to pay the difference for air delivery.
- Under no circumstances** can any customer have more than one Advanced Replacement out at any given time.
- If returned equipment is proven not to be defective (customer error), a \$25.00 Service Charge and the cost of shipping will be billed to the customer.
- A Warranty item must be returned so we can determine if the equipment is repairable or needs to be replaced. If a customer would like an Advanced Replacement on a warranty item, they must adhere to the terms listed above for Advanced Replacements.

Company Name: _____

Company Address: _____

I understand I will be charged for the Advanced Replacement if the **original merchandise is not returned within 7 days of receipt** of the Advanced Replacement. I understand I will not be refunded if the original merchandise is not returned to Usedphones.com within the above mentioned time schedule and that I will not dispute charges if merchandise is shipped to an address other than billing.

I authorize Usedphones.com to charge my credit card for any late merchandise.

Credit Card # _____ Expires _____ CVV Code: _____

Cardholder's Name: _____

Cardholder's Signature: _____ Date: _____