



MOBILE SERVICES BY STREAM
WARRANTY & RETURNS POLICY

Stream’s goal is to ensure that you are completely satisfied with your purchase. If you find it necessary to return your purchase, your ability to return or exchange varies based upon the number of days that have elapsed following the purchase as follows:

Less Than 14 Days From Purchase	15 – 90 Days From Purchase (Refurbished Devices Only)	15 Days to 1 Year From Purchase (New Devices)
Return your purchase for a refund. *	Exchange your device due to manufacturer’s defect in materials or workmanship. *	Exchange your device due to manufacturer’s defect in materials or workmanship. *
Exchange the purchase for another item. *		
* Devices \$299 or less are subject to a \$35 restocking fee. Devices over \$299 are subject to a \$50 restocking fee.		

General Rules for Return/Exchange:

All Stream devices returned will be assessed for the following:

- Received within the allotted 14 days from generation of RMA.
- Returned in new, working condition with no modifications to the software or hardware.
- All product literature, manufacture packaging (device box, box inserts, etc.) and accessories included in your shipment are returned in their original, new condition. You must return all accessories (charger, cables, manual, etc.) with all devices. If components are missing, we will charge a \$15.00 nonrefundable missing parts fee for each missing part, including but not limited to the battery, charger, USB cable, SD card, and manual. Cost for other missing parts will be assessed at Stream’s discretion.
- The device and all accessories, manufacturer packaging, literature and all other components or inclusions must be returned free of cosmetic and internal damage. If any of these are returned with such damage, Stream in its sole discretion may refuse to grant you a refund or may assess a reduced refund.

***Note: Customers are responsible for ensuring they have an active, new or replacement device at the time they ship the old device for return or exchange. Your old device should not be active at time of shipment. If you are exchanging your old device with us, your new phone should already be active before you ship the old one. If you are terminating service with us, you should have your phone number transferred to the new service before you ship your old device. Stream will not be responsible for any failure of the customer to take these steps.*

Return/Exchange Process

To receive a refund or to exchange a device you must request a Return Material Authorization (RMA) # from Stream’s Customer Care at 877-743-5893 within 14 days of purchase. Once an RMA # has been assigned, the device must be returned to Stream within 14 days. Restocking fee may apply.

Upon receipt of your return package, Stream will promptly process your returned item and assess the condition of the device. If your return meets all the requirements of our general exchange policy, we will refund the equipment purchase price (after any necessary deductions).

WARRANTY & RETURNS POLICY

Our return/exchange policy expressly excludes certain categories of damages and uses of your phone. These exclusions, which we do not cover, include possible costs or damages for which you will not be reimbursed. The limits of what we provide above relate to the device itself and included materials and components; we are not responsible for lost data or the time that you were without a device. We encourage you to back up your data regularly, as no one else will take responsibility for the restoration of any lost data. We are not responsible for any consequential damages, including from the loss of your device, the loss of your data, or the time you were without your device.

We do not manufacture our Devices. The only warranties applicable to our devices are those extended by the manufacturers, as described below. We have no liability, therefore, in connection with devices or for manufacturers' acts or omissions.

Manufacturers' Warranty

All new devices purchased from Stream come with a one-year manufacturer warranty from original date of sale. All refurbished devices purchased from Stream come with a 90-day warranty from original date of sale. Other devices brought to Stream through the 'Bring Your Own Device' program are not covered by any manufacturer warranty.

Only devices that have defects in materials or workmanship are eligible for return under a manufacturer warranty. If your device is defective, please contact Stream's Customer Care at 877-743-5893 to see if it's eligible for a warranty replacement. If eligible, we'll replace the defective device with a new or refurbished device of the same or comparable model at our discretion.

The conditions for a manufacturer warranty claim on purchased devices are as follows:

- Your warranty only covers defects in materials or workmanship. It does not cover defects arising from damage or normal wear-and-tear or aging, or defects caused by you.
- The warranty covers issues such as: OEM software-related issues, activation problems, camera defects, unresponsive keys, dead pixels, etc.
- The warranty does not cover issues such as: diminishing battery life, scratches, accidental damages, coverage issues, or software incompatibility/problems with 3rd-party apps.
- Attempting to 'root' or otherwise 'mod' your phone will void its warranty.
- Visible physical damage to your phone (e.g. liquid damage, cracked LCD, damaged housing) will void its warranty.
- You must return the defective device back to us using the prepaid shipping label we give you.
- Your defective device must be received at our warehouse within 14 days of when the replacement is shipped.
- If the original isn't received within 14 days, we'll assume you wanted to keep both devices and will charge you for the replacement and express shipping fees, if applicable.

EXCEPT AS PROVIDED IN THIS WARRANTY AND TO THE EXTENT PERMITTED BY LAW, STREAM IS NOT RESPONSIBLE FOR DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF WARRANTY OR CONDITION, OR UNDER ANY OTHER LEGAL THEORY, INCLUDING BUT NOT LIMITED TO LOSS OF USE; LOSS OF REVENUE; LOSS OF ACTUAL OR ANTICIPATED PROFITS (INCLUDING LOSS OF PROFITS ON CONTRACTS); LOSS OF THE USE OF MONEY; LOSS OF ANTICIPATED SAVINGS; LOSS OF BUSINESS; LOSS OF OPPORTUNITY; LOSS OF GOODWILL; LOSS OF REPUTATION; LOSS OF DAMAGE TO OR CORRUPTION OF DATA; OR ANY INDIRECT OR CONSEQUENTIAL LOSS OR DAMAGE HOWSOEVER CAUSED INCLUDING THE REPLACEMENT OF EQUIPMENT AND PROPERTY, ANY COSTS OF RECOVERING, PROGRAMMING, OR REPRODUCING ANY PROGRAM OR DATA STORED OR USED WITH PRODUCTS AND ANY FAILURE TO MAINTAIN THE CONFIDENTIALITY OF DATA STORED ON THE PRODUCT. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

WE EXPRESSLY DISCLAIM ANY AND ALL IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. WE DO NOT PROMISE ERROR-FREE OR UNINTERRUPTED SERVICE AND DO NOT AUTHORIZE ANYONE TO MAKE WARRANTIES ON OUR BEHALF.