

Budget Mobile Warranty & Return Policy

This policy is for all Budget Mobile refurbished handsets

- Budget Mobile refurbished handsets have a warranty of (30) days from the activation date.
- Customer abuse or neglect on handsets voids the warranty. We are not able to credit or accept back handsets that have obvious abuse.
- All returns MUST include handset, battery, battery cover (if applicable), charger and quick guide manual. Missing items voids the warranty or you may receive partial credit.
- Handsets MUST be returned in the original packaging.
- ESN on handsets MUST match the ESN from your account.
- Customer is responsible for any airtime used. NO refunds will be given for additional airtime added.
- Warranty only covers manufacturer's defects and does not cover buyer's remorse.

Budget Mobile is NOT responsible for lost or stolen handsets. Please make sure when returning handset you include your name & current address.

Please make sure when returning handset that care is given to shipping and handling of device. Please return your handset in a small padded box or padded envelope large enough for all components.

Handsets that meet all qualifications will be replaced with "like" or equivalent handsets within (15) business days of the handset being processed.

Return handsets to:

Budget Mobile Returns
1325 Barksdale Blvd (1st Floor)
Bossier City, LA 71111

Budget Mobile Handset Return Information Form

Customer Name _____

Activation Date _____

Address

Contact Number

Items to be Returned

Model	ESN/IMEI	Description of Problem

Please include the following:

- Handset
- Battery (with cover)
- Charger
- Manuals

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