

ABOUT RETURNS & EXCHANGES

Thank you for shopping at www.h2owireless.com. We take our customers' satisfaction seriously and would like you to be completely satisfied with your purchase. If for any reason you do not like your purchases, we will be glad to issue a refund for the value of the items or exchange your items, provided that you return them within 14 days after the delivery of your items. H2O Wireless will not accept returns/exchanges for items not purchased directly from H2O Wireless including but not limited to purchases from authorized H2O Wireless dealers or retailers. Please read our Return Policy for complete terms.

INSTRUCTIONS ON YOUR RETURNS & EXCHANGES

- Handsets must be returned in like-new condition along with original kit components (SIM card, non-redeemed hard card, and any accessories: charger, battery, and battery cover).
- Ship returns using our Return Label.
- Allow up to 6 (six) weeks to receive your credit card refund.

Please check the box that applies to your form: Exchange Return

STEP 1. Fill Out Your Billing Information

Invoice Date _____
 Name _____
 Address _____
 City _____ State _____ Zip _____
 Phone _____
 E-mail _____

STEP 2. If The Order Was Shipped To Address Other Than The Billing Address, Fill Out The Shipping Information

Name _____
 Address _____
 City _____ State _____ Zip _____
 Phone _____
 E-mail _____

STEP 3. List The Item(S) To Return/exchange With A Reason

| QTY RETURNED | ITEM DESC | REASON RETURNED | REMARKS |
|--------------|-----------|-----------------|--------------------------------|
| 1 | 1 | 14 | Example: Exchange SIM to Micro |
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| ITEM DESCRIPTIONS | | REASON FOR RETURN | |
|-------------------|------------------------|-------------------|--------------------|
| 1 | DEVICE/PHONES | 10 | DEFECTIVE |
| 2 | SIM CARD | 11 | WRONG ITEM SHIPPED |
| 3 | NON-REDEEMED HARD CARD | 12 | DON'T LIKE COLOR |
| 4 | ACCESSORIES | 13 | CHANGED MIND |
| | | 14 | EXCHANGE |

STEP 4. Return Your Package

Enclose this form along with the items you wish to return or exchange. Make sure you have securely sealed the package and removed all original shipping labels. Attach the Return Label that we provided in the initial shipment and mail it to:

**H2O Wireless Returns Department
 11100 Alcovy Road
 Covington, GA 30014**

STEP 5. Refunds/Exchanges

Please allow up to 4 – 6 weeks to receive your credit card refund. Your refund will be applied to the credit card account to which your purchase was initially charged. Returned products are subject to a restocking fee of (15) % of the purchase price (unless prohibited by law). Original shipping and handling fees are not refundable. General Terms and Conditions apply and can be found at www.h2owireless.com/terms-condition.

I certify that the information provided by me is true and correct, and I agree to the terms set forth above.