

Amazon Warranty Policy for Unlocked GSM Phones

This product is covered by a 365-day warranty from Cellular Concepts. This warranty does not cover misuse, abnormal conditions, improper storage, exposure to moisture or dampness, unauthorized modifications, unauthorized connections, unauthorized repair, liquid damage, normal wear and tear from use of the product, or other acts which are not the responsibility of the product manufacturer, including damage caused by shipping.

Upon receipt of a manufacturer's defective product, the product will be repaired. In the unlikely event a product is not repairable, a replacement will be provided. Products may be replaced with one of like quality and value. Please note that this process takes on average 30-45 days from the date the product was received.

The product must be shipped back to the Cellular Concepts Returns Department with a copy of the Amazon's original invoice and a detailed explanation of the alleged defect or problem. **An RMA (return merchandise authorization) number must be obtained before shipping anything back to Cellular Concepts;** a return that arrives with out the RMA# will not be accepted by Cellular Concepts RMA department and will be shipped back to you at your expense. The RMA# must be written on the out site of the main box that customer will use to ship the product back to us (not on the box of the product).

To obtain an RMA number, please contact us at 954.979.9929 or toll free at 888.285.2355. Please have the purchased phone and original invoice ready to provide requested information when calling to obtain the RMA.

After obtaining the RMA number please ship returns to:

Cellular Concepts
Att.: Returns Processing Department
2731 NW 19th Street
Pompano Beach, FL 33069
Phone number: 1-888-285-CELL

All costs related to return shipping must be paid by the customer.

Our Warranty Policy is subject to change without prior notice.