

Warranty policy

1. Who is responsible for the customer service?

RCA Phone Limited Warranties cover defects in workmanship and materials under normal use and service for one year from the date of original purchase.

2. What is not covered?

RCA Phone Limited Warranties do not cover normal wear and tear of the product or costs related to the removal, installation, or troubleshooting of the customer's electrical systems. These warranties do not apply to and RCA will not be responsible for any defect in or damage to:

- a) The product if it has been damaged or defected from misuse, accident, neglect, improperly install, physically damage or alter, either internally or externally damage, scratches, dents and cosmetic damage, abnormal conditions, improper storage, exposure to liquid, moisture, dampness, sand or dirt from improper use or use in an unsuitable environment or improper testing, operation, maintenance, installation, service, or adjustment not furnished or approved by RCA, and excessive force or use of a metallic object when pressing on a touch screen;
- b) The product if it has been subjected to fire, water, generalized corrosion, flooding, dirt, windstorm, lightning, earthquake, exposure to weather conditions, theft, blown fuse, or improper use of any electrical source, biological infestations, or input voltage that creates operating conditions beyond the maximum or minimum limits listed in the RCA products specifications including high input voltage from generators and lightning strikes. cellular signal reception or transmission, or viruses or other software problems introduced into the Product;
- c) The product if repairs have been done to it other than by RCA or its authorized service centers;
- d) The product if it is used as a component part of a product expressly warranted by another manufacturer; or the use of Product in conjunction or connection with accessories, products, or ancillary/peripheral equipment not furnished or approved by RCA;
- e) The product if its original identification (trade-mark, serial number, and packaging) markings have been defaced, altered, made illegible or removed;
- f) The battery if it has been charged by a battery charger not specified or approved by RCA or any of the seals on the battery are broken or show evidence of tampering; or the battery has been used in equipment other than the RCA phone for which it is specified.

3. How to obtain service?

If your product requires troubleshooting or warranty service, you must return the Product accompanied by the sales receipt or comparable proof of sale showing the original date of

purchase, the serial number of the Product. To obtain assistance on where to deliver the Product, please contact [RCA Customer Service](#). If RCA determines the Product is not covered by this Limited Warranty, you must pay all parts, shipping, and labor charges for the repair or return of such Product.

4. What are RCA's obligations?

RCA will, at its option, repair or replace the defective product free of charge, provided that you notify RCA of the product defect within the Warranty Period for your product, and provided that RCA through inspection establishes the existence of such a defect and that it is covered by the Limited Warranty. RCA will, at its option, use new and/or reconditioned, rebuilt parts or components in performing warranty repair and building replacement products. If RCA repairs or replaces a product, its warranty continues for the remaining portion of the original Warranty Period or 90 days from the date of the return shipment to the customer, whichever is greater. RCA covers both parts and labor necessary to repair the product, and return shipment to the customer via RCA-selected non-expedited carriers within the United States.

5. How to return or exchange the products?

Return and exchange policies can vary by store, please ask before purchasing.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.