

Wireless Device/Accessory Return Policy

You may return or exchange wireless devices and accessories purchased from SEI Communications within 14 days of purchase. A restocking fee may apply to any return or exchange of a wireless device (excluding Hawaii).

This return and exchange policy does not apply to customers who have purchased a Prepaid Plan.

Exchange New Merchandise

You are permitted to make one exchange. To make an exchange, return the merchandise (including device, charger, battery, instructions, and any other components) in the ORIGINAL box. All merchandise must be in like-new condition and accompanied by the original receipt. Shipping charges may apply to exchange merchandise sent to you by SEI Communications.

Return and Service Termination

You may terminate service for any reason within 14 days of activation. You will remain responsible for your Activation Fee unless you terminate service within three days of activation. You will also be responsible for all applicable usage fees, prorated access charges, taxes, surcharges or other charges that accrued to your account through the termination date. If you paid a security deposit, it may take between 30 and 60 days to process the return of your security deposit. The charges for any service used on the account before the service termination date may be applied against your security deposit.

If you cancel your service after the 14-day period, but prior to the expiration of your minimum term, you will be responsible for all of the above-mentioned charges, including an Early Termination Fee.

If you return your merchandise, even by mistake, after the return period, you will not receive a refund and the merchandise you returned will not be returned to you.

At our discretion, we may decline your return or charge you a fee for a missing item, or for items that we determine are damaged or require service. If you return and we accept your merchandise within the return period, we will refund your purchase price, subject to the restocking fee. Purchases made by cash or check, or credit card will be refunded by check, credit card or gift card, respectively.

If SEI Communications must remove installed equipment from a vehicle or fixed location in order to return or exchange it, you will be charged a service fee.

Any opened software purchased separately may be exchanged only for the exact same item at SEI Communications and may not be returned for refund.

Before returning or exchanging any wireless device or accessory that has data in its memory, please transfer all data you wish to retain to another file source. Once the wireless device or accessory is returned, your data cannot be recovered.

Additionally, you should retain or destroy any removable or portable memory cards or modules (such as a SIM Card or SD Card) in order to help protect sensitive information, such as mobile banking information.

If you purchased your merchandise online or by phone, please follow the return instructions in your package. If you purchased your merchandise at the SEI Communications office, you can return it to our office.

Returning your merchandise does not automatically terminate your service. You must call Customer Service to cancel service.